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Programme & Engagement Manager

Job pack
May 2022

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About the role

This is an exciting opportunity to join People's History Museum's (PHM) and lead the multidisciplinary Programme and Engagement Team in a time of reflection, planning and change as the museum reviews past work, responds to the impact of the last two years and looks ahead to the future. We are looking for a collaborative individual with strong management skills to lead the development of programme and engagement activities, including the exhibition programme, community engagement, public programme and learning programme.

Over the last five years, the Programme and Engagement Team has delivered a ground-breaking programme of co-curated activity including Never Going Underground: The fight for LGBT+ rights (2017), Represent! Voices 100 years on (2018), Disrupt? Peterloo & Protest (2019) and Migration (2020-22). You will lead the team in reflecting on the challenges and successes of these programmes, and embed learning into the planning of upcoming and future programmes, including Nothing About Us Without Us which will explore disabled people's rights and activism (2022-2023/4) and Climate Activism (2024-2025)

You will have experience of managing engagement activities or programmes in a museum, heritage, charity or similar organisation, and be able to lead on evaluating their impact for PHM's audiences and communities. A strong commitment to equality and diversity, with experience of developing audiences through implementing accessible and inclusive practice will be central to this role.

Your skills at managing, supporting and developing individuals and teams will result in a stronger, more connected and effective Programme and Engagement Team. As a comfortable changemaker, one of your first tasks will be to review and define roles and responsibilities in this complex, innovative and multidisciplinary team. You will develop and define communication structures, policies, procedures and practices that will enable creative, meaningful and impactful work to thrive.

As a skilled project manager, you will be able to effectively manage workflows, resources and budgets. Your strong collaborative skills will enable effective interdepartmental working with collections, archive, conservation, marketing & comms, visitor experience, retail, finance, development and venue hire colleagues.

We recognise we currently under-represent Black people and People of Colour, Disabled people, and LGBTQ+ people and those with intersecting identities in our workforce; PHM is actively working to address this and encourages applications from these backgrounds.

About People's History Museum

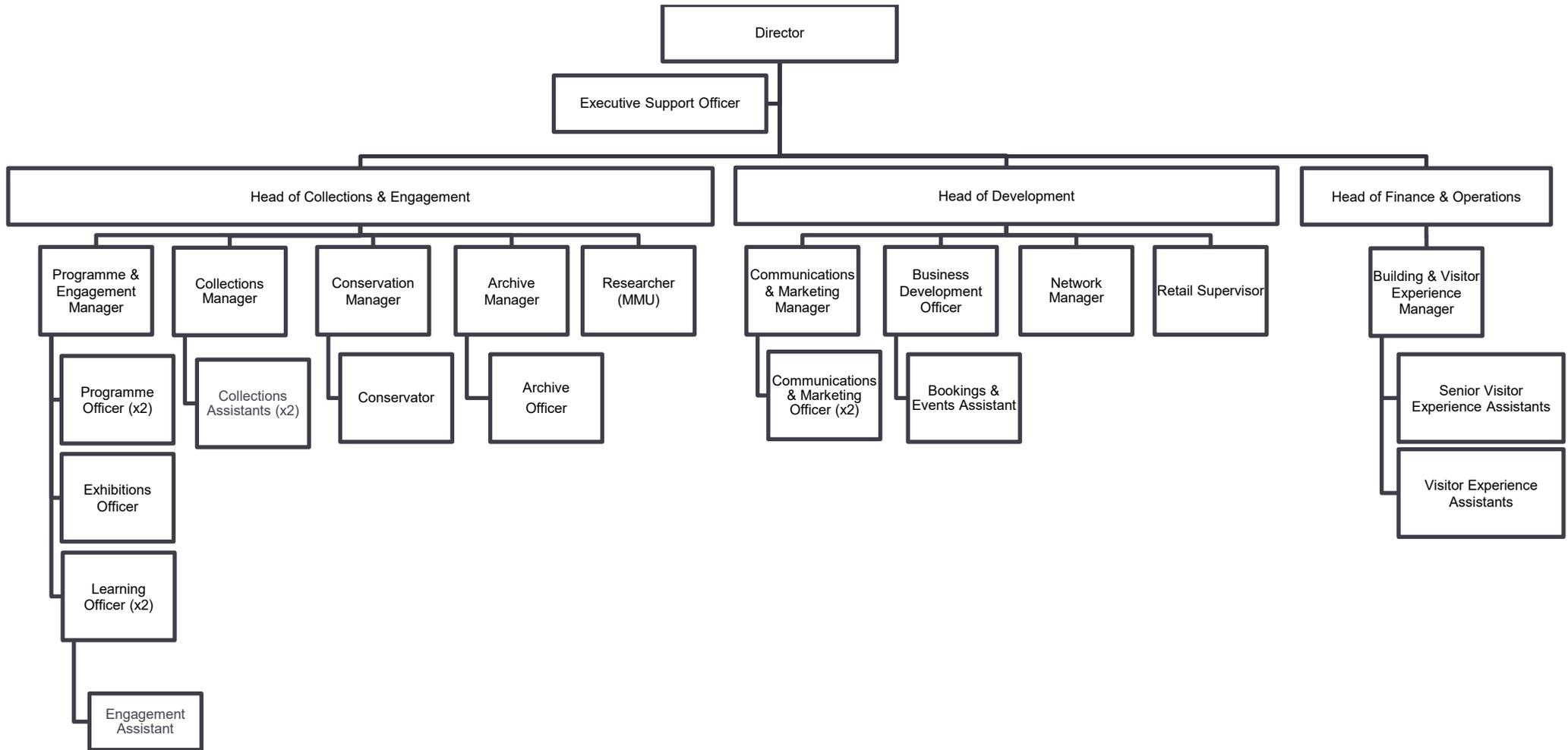
People's History Museum (PHM) is the national museum of democracy, telling the story of its development in Britain: past, present, and future. PHM has an eclectic and colourful collection and archive that features banners, badges, posters, artwork, cartoons, placards, personal items, documents, papers and more, spanning four centuries of ideas worth fighting for. The museum provides opportunities for all people to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, cooperation, and a fair world for all.

The museum welcomes a local, national and international audience (totalling 125,000 people each year pre-pandemic) as well as reaching people online through digital activities. We are keen to involve audiences and communities in all aspects of PHM's work and to use models of co-curation, collaboration and crowdsourcing when developing and delivering the museum's programmes. Engaging people directly in the work of the museum helps to build a passionate and committed audience who become supporters and advocates for PHM, while also ensuring it represents many diverse and marginalised communities and is able to provide an inclusive space for their voices, their stories and their ideas.

PHM has an annual turnover of around £1.5 million, employs 36 members of staff and has a team of freelance staff and volunteers. PHM is funded by Arts Council England (ACE) as a National Portfolio Organisation (NPO) and by the Greater Manchester Combined Authority (GMCA) Culture and Social Impact Fund. It is an independent museum, charitable trust and company limited by guarantee and has a Board of Trustees as well as a Trading Company Board and an Audit and Risk Committee.

In May 2022, PHM was shortlisted for the [Art Fund Museum of the Year](#) prize. Key to this shortlisting was the museum's [Migration programme](#) and work to [actively campaign for social and political change](#). This has included working with Together With Refugees to campaign against the Nationality and Borders Bill and joining 350 organisations to oppose the Police, Crime, Courts and Sentencing Bill. The winner of the Art Fund Museum of the Year will be announced on 14 July 2022.

PHM's structure



The Senior Leadership Team consists of the Director, Head of Development, Head of Collections & Engagement and Head of Finance & Operations, supported by the Executive Support Officer.

The Management Team consists of the Archive Manager, Collections Manager, Conservation Manager, Communications & Marketing Manager, Visitor Experience & Buildings Manager, Network Manager and Programme and Engagement Manager.

Job description

Job Title:	Programme and Engagement Manager
Salary:	£26,975
Contract:	Permanent
Hours of work:	Full time (35 hours a week) with flexible working and consideration of part time hours or job share
Location:	Worked both onsite and remotely in line with hybrid working policy
Annual leave:	24 days plus bank holidays
Responsible to:	Head of Collections & Engagement
Responsible for:	Exhibitions Officer, Learning Officers x 2, Programme Officers x 2

Job purpose

To manage the Programme and Engagement Team. To lead the development of programme and engagement activities; to include project management, resource planning and oversight of the exhibition programme, community engagement, public programme and learning programme.

To put audiences at the heart of planning and decision making to increase access, inclusion and engagement. Responsible for reviewing and evaluating programme and engagement work, to ensure activities have meaningful, measurable outcomes and impact, in line with PHM's business plan.

Key responsibilities:

- Provide strategic direction, line management and support to the Programme and Engagement Team including managing change and defining roles and responsibilities within a complex and multidisciplinary team
- Lead the development of programme and engagement activities, including the exhibition programme, community engagement, public programme and learning programme, with a strong focus on project management and resource planning
- Lead the Team to ensure audiences are the heart of planning and decision making
- Develop and embed access and inclusion policies and procedures, to ensure consistency across programme and engagement work
- Ensure all PHM's programmes and engagement activities are evaluated, continuously improved and reported upon regularly to the Senior Leadership Team, Trustees and funders
- Ensure PHM's business plan is delivered including developing future strategy for programmes and engagement work
- Build strong relationships with other teams ensuring effective communication and collaboration
- Support the Head of Collections & Engagement in developing strategic partnerships
- Ensure opportunities for income generation are identified, developed and maximised to support engagement programmes, including developing funding bids and managing enterprise activities
- Manage and deliver externally funded projects, including monitoring and reporting for funders as required
- Plan and monitor the programme and engagement budget to ensure effective use of resources

Other duties:

- To be one of the designated safeguarding leads with responsibility for implementing and updating safeguarding policies and procedures
- To keep up to date with developments in the museum and heritage sectors and ensure PHM embraces best practice in response to locally and nationally recognised initiatives
- To actively promote and be a spokesperson for PHM at local, national and international levels through maintaining links with relevant external organisations by attending meetings and conferences, delivering talks and presentations, and taking part in media interviews
- To deputise for the Head of Collections & Engagement in appropriate areas
- To perform all tasks in line with the museum's Equal Opportunities, Environmental, and Health and Safety policies
- To contribute to PHM's CRM and DAMS systems as appropriate; performing all tasks in compliance with General Data Protection Regulation (GDPR) and Intellectual Property laws
- To undertake other duties as may be required which are commensurate with the level of responsibility of the post

Person specification - experience, knowledge and skills

We are looking for a candidate who can demonstrate experience, knowledge and skills across the following criteria with the opportunity for ongoing training and development to support the successful candidate once in post.

Experience, knowledge and skills
<ul style="list-style-type: none">• Experience of managing engagement activities/programmes (for example exhibitions, community engagement, public programmes or learning programmes) in a museum, heritage organisation, charity or similar organisation
<ul style="list-style-type: none">• Experience of effectively managing projects, workflows and resources (including budget management)
<ul style="list-style-type: none">• Experience of evaluation in a museum, heritage organisation, charity or similar organisation, and reporting to funders and stakeholders
<ul style="list-style-type: none">• Experience of managing, supporting and developing individuals and teams, including strong collaboration skills and ability to manage change
<ul style="list-style-type: none">• A strong commitment to equality and diversity, with experience of developing audiences through implementing accessible and inclusive practice

Circumstances:

- This is a permanent appointment with a six month probation period
- This is a full time appointment for 35 hours a week, with flexible working and consideration of part time hours or job share
- Usual days worked are Monday-Friday, some weekend or evening work will be required for which time off in lieu is given
- A flexi time system is worked with core hours of 10-12pm and 2-4pm
- Hybrid working is available with work both onsite and remotely
- An annual leave entitlement of 24 days, plus bank holidays
- This appointment includes membership of the Greater Manchester Pension Fund with the museum making a 25% employer contribution
- An Employee Assistant Programme is provided
- A Disclosure and Barring Service (DBS) check is required for this post.

How to apply

Please complete the online application form. You will be prompted to write up to 300 words to demonstrate how you meet each of the five criteria listed in the 'Person specification – experience, knowledge and skills'.

If you'd prefer to submit a video application you can do. Please make sure you record a response to each of the five criteria. Please e-mail charlie.corkin@phm.org.uk if you wish to submit a video application.

The closing date for applications is Tuesday 28 June at 9am.

Interviews will be held in the week commencing Monday 4 July.

Each application will be assessed against the criteria for the roles, as published in this document. If you have any questions regarding your application, or would like to arrange a chat to discuss the role, please contact Charlie Corkin at charlie.corkin@phm.org.uk

Equity

PHM prides itself on being a welcoming and inclusive organisation, profoundly committed to advancing equality and diversity in the broadest sense. We value the benefits that diverse perspectives bring to PHM's work for people of all ages to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, co-operation, and a fair world for all.

We recognise we currently under-represent Black people and People of Colour, Disabled people, and LGBTQ+ people and those with intersecting identities in our workforce; PHM is actively working to address this and encourages applications from these backgrounds. While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal experience, we may select a candidate who helps us better represent the communities the museum serves.