

JOB DESCRIPTION

Job Title: Client Project Manager

Division: Design, Exhibitions and Future Plan

Department/Section: Projects

Pay band: 3

Reporting to: Head of Projects

Background

The work of the Projects Department focuses on managing, implementing and delivering the major programme of capital projects at the V&A known as FuturePlan. Using the best architects and designers, FuturePlan is transforming the V&A buildings by revitalising visitor facilities and redisplaying the collections, restoring modern design and innovation to the museum. The purpose of FuturePlan is to bring clarity to the physical space of the museum, re-emphasise the quality of the original building and ensure that the collections are beautifully displayed and easy to understand. The V&A is about to embark on an exciting new phase including a 5-year capital programme at South Kensington, a new V&A building on the Olympic site in east London and new masterplan at the Museum of Childhood.

Purpose of job

The Client Project Manager is a key member of the Project Team and works in close partnership with the Head of Projects, Project Directors, project and design teams and all project stakeholders. This is a wide-ranging role, holding responsibility for a number of key projects and work streams within the V&A's capital programme.

The Client Project Manager will plan, communicate and manage the delivery of Museum operations on a complex programme of projects. These will include building, gallery, impact and fit out works. The Client Project Manager is responsible for the cohesion of client-side feedback to Design Teams and managing internal stakeholders to achieve timely and constructive decision making in relation to the project, design, fit-out, installation and move processes. This will involve strategies for achieving buy-in for the project from all museum stakeholders. The postholder will need to work closely with colleagues across the V&A to plan and implement new operational procedures for projects.

As part of the Projects Department, the Client Project Manager will plan and deliver other FuturePlan projects, as well as provide expertise across the museum.

Main tasks

1. Be responsible for the cohesion of client-side feedback to Design Teams and managing internal stakeholders to achieve timely and constructive decision making in relation to the project, design, fit-out, installation and move processes.
2. Develop and clearly communicate the briefs, programme and budget for projects, ensuring the project is delivered within agreed parameters.
3. Oversee and manage the delivery of fit-outs, move and operations of capital projects, on time and to budget. Work closely with the Project Director, Construction Project Manager, Curatorial teams, the client liaison team and the external design team to plan and deliver the fit-out works. Ensure that the completed works meet the needs of the Museum as defined by the agreed user brief.
4. Scope, develop, plan and oversee the successful delivery of the programme of works (e.g. gallery relocations, object protection, storage projects and accommodation moves) associated with the impact of projects on the museum, on time and to budget. This involves identifying the impacts of the construction project on the museum, developing and delivering appropriate solutions for each impact.
5. Be accountable for the overall success of the impact projects, either by leading the delivery of the work or delegating this to internal project teams and overseeing its successful progress.
6. Be proactive in managing the conflicting requirements of projects and the wider museum programme of activity and resolving these in a creative and collegiate manner. A balance will need to be achieved to minimise disruption to the museum, while enabling the construction work to take place in the most efficient way possible.
7. Effectively manage and communicate with internal and external project stakeholders, helping to secure their support and contributions to the project.
8. Ensure that the wider museum is kept well informed of the project's progress and is consulted as appropriate.
9. Contribute to the success of FuturePlan as a whole, by promoting the work of the department, adding value and expertise to other projects across the organisation, and by representing the Projects Department when appropriate.
10. Write reports and update Development and funders about the project's progress as required.
11. Contribute to the regular Projects reporting systems including financial reporting, the Buildings Strategy Committee and FuturePlan Steering Group as required.

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13. Be committed to health and safety and ensure familiarity with all of the museum's health and safety policies and procedures.
14. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.
15. Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises.
16. Carry out ad hoc duties as requested by appropriate reporting officer.

PERSON SPECIFICATION

Essential

This role requires significant experience of client/consultant liaison, proven experience of delivering major projects from proposal to closure and exceptional communication skills. Along with strong experience of project development and implementation, the role requires in depth knowledge of museums and their operations, and a good understanding of budgeting and financial operations.

1. Experience and excellent track record in delivering wide reaching and complex cross organisational projects in the museum or cultural sector.
2. Experience of working on large construction projects and of successfully project managing capital works to tight deadlines and budgets.
3. A confident leader, with an ability to lead a team whilst being inclusive.
4. Experience of managing multi disciplinary teams of consultants, experts and museum professionals.
5. Outstanding communication skills, both verbal and written, able to tailor presentations to a variety of audiences.
6. Ability to successfully influence and negotiate with a wide range of stakeholders to senior

management level, taking on board conflicting priorities and complex detail.

7. Problem solver with an ability to view problems holistically and make strategic decisions based on the bigger picture, while gaining good understanding of the detail.
8. Strong resource management skills, with ability to set and manage budgets and ensure that expenditure targets are met.
9. Very good understanding of design, the design process, the roles within the Design Team as well as the museum sector.
10. Degree level education or equivalent experience

Desirable

11. Postgraduate qualification in a related area and/or project management qualification (e.g. Prince 2 or APM)
12. Communications strategy experience
13. Business or commercial experience and skills

OTHER INFORMATION

Hours/Salary

Net working hours (i.e. excluding meal breaks) are 36 per week.

The salary will be within V&A pay band 3 (£36,546 rising to £43,929 per annum). Future pay progression will be in accordance with the V&A's Pay Agreement(s). Normal level transfer and promotion rules will apply for internal candidates.

Annual Leave

28 days plus 8 days public holidays

Pension benefits

The Civil Service offers a choice of either an occupational pension or stakeholder pension, giving you the flexibility to choose a scheme that suits you best.

The 'Partnership' pension account is a stakeholder money purchase pension with an employer contribution based on age. Further details are available upon request or appointment.

Other benefits

Free entrance to all the major museums in London as well as many others.

An interest free season ticket or bicycle loan is available after three months.

Subject to the society's terms and conditions, V&A staff are entitled to membership of the Benenden Healthcare Society. Further information is available from HR or via their web-site on www.benenden-healthcare.org.uk

To apply

To apply online, please go to the V&A's website at www.vam.ac.uk/jobs

If you have any queries regarding the recruitment process, you can email us – hr@vam.ac.uk or telephone us on 020 7942 2937.

Closing date for receipt of applications is Friday 26th June 2015.

Interview expenses will not be paid unless there is a prior agreement.