



JOB DESCRIPTION

Job Title	Project Delivery Manager
Location	IWM London
Department	Collections Management
Directorate	Collections and Governance
Reports to	Head of Project Delivery
Salary	£38,826 per annum
Duration	Fixed Term (until March 2025)
Normal Working Hours	36 hours per week
Contract	IWM Trading Company

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the Job

You will lead the team who will plan and deliver documentation and object movement to enable an £8m collection storage and staff accommodation project. The project aim is to improve standards for collection care and to modernise our ways of working as well as delivering capital spend to set timetables. You contribute your knowledge to the site wide Programme and create and maintain Project level documentation, liaising with peers who are experts in collections, facilities management, curatorial, visual resources, preservation and conservation.

The post holder will report directly to the Head of Project Delivery and have line management responsibility for Project staff. They will also take on a portfolio of project work that supports the IWM Storage Programme to improve Collection storage.

The post holder will be required to travel to all IWM branches. The post holder will thus be required to travel between London and Duxford on a weekly basis and should anticipate spending 40% of their time on each site. Where storage projects are active, the post holder may be required to spend 80% of their time on site for supervising activities such as decanting a collection or, installing storage furniture or, which may last for periods of several weeks.

Key duties

You will be expected to work independently as well as across different teams in order to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.

You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.

You will be an experienced specialist in your area and take on broad responsibilities, working across departments effectively, working with individuals, partners and where appropriate volunteers.

You should be able to lead, manage and motivate your staff, partners and, where relevant, volunteers in order to get the best out of them

To identify and implement learning and development needs for both yourself and your team including volunteers, if appropriate.

You will support and facilitate public access to our collection, expertise and knowledge.

Develop, partake in and produce accessible material and activities aimed at engaging, informing, educating and enthusing our audiences and potential audiences in the collection and our subject matter, and mission.

You will be expected to comply with corporate standards, and use corporate systems, processes and procedures – and undertake any necessary training as directed.

In addition, your duties will include:

Project Management

1. Scope, plan and schedule collection projects which will deliver an accountable collection to timetables for relocation to other stores.
2. Acting as a deputy for Head of Project Delivery attending project meetings as required.
3. Manage the operational delivery of a portfolio of collection projects (documentation, movement and storage projects) that drive change in our Collections Management policy, procedures, systems and organisational culture. Monitor the quality and progress of the project work.
4. Provide the Head of Project Delivery with management information about the project progress to input into workflow analysis and generate reports to enable decision making on project timetabling, resource levels and the scope of projects.
5. Support the Head of Project Delivery with projects including: collating project information for programme reporting, project meetings, updating project documentation (schedules, issue logs, change control logs, risk registers, draft progress reports, communicating decisions, effective planning tools and meeting updates. Lead/chair project meetings where required.
6. Provide data to input into contractor tender documentation for movement and storage projects. This will include gathering data from other key stakeholders like conservation.
7. Contribute to discussions for collection movement projects and new storage systems where appropriate in order to optimise our storage capabilities.
8. Communicating and supervising the delivery of work on IWM sites by external parties (transport agents, contractors).

Team and Operational Management

1. Directly managing the project team (London and Duxford based).
2. Provide management information about the team's activities regarding programme delivery within resource constraints.
3. Supervising, coaching and sharing lessons learnt with staff to deliver accountable, efficient work that complies with all of IWM's procedures and standards.
4. Working with the Project team to ensure collection stores meet collections management best practice.

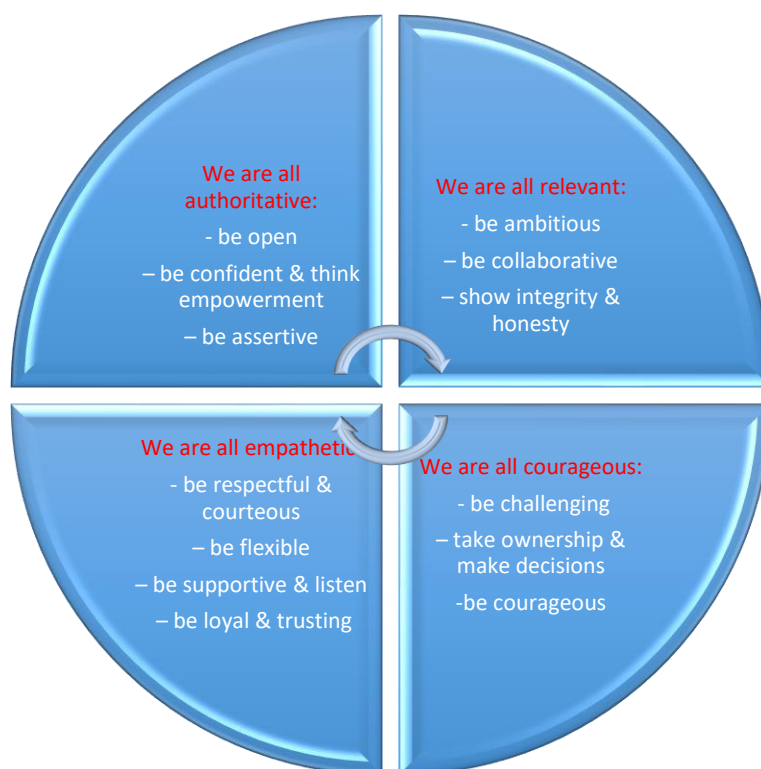
You will sometimes be required to work outside normal working hours to ensure efficient and timely supervision of project work.

Person Specification: Project Delivery Manager

	Essential criteria	How this will be assessed
1	Relevant postgraduate or Project Management qualification (e.g. PRINCE2) or commensurate experience	Application form & interview
2	Demonstrable experience of managing complex projects from inception to completion and able to articulate the schedule and budget issues faced	Application form, interview & test
3	Experience of staff, stakeholder and contractor management	Application form & interview
4	A high level of IT skills, including experience of using a museum collections management database, MS Projects, MS Word, MS Excel	Application form, interview & test
5	Willingness to travel and work at other IWM branches	Application form & interview
	Desirable criteria	
6	Knowledge and experience of data analysis	Application form & interview
7	Experience of government tender processes	Application form & interview
8	Understanding of best practice in Collections Management and Care	Application form, interview & test
9	Experience of working in an accountable environment (i.e. location control of collections).	Application form, interview & test
10	Able to create accurate data by interrogation of databases and manipulation of data in excel to drive work processes.	Application form, interview & test
11	Museum storage/collection movement management	Application form & interview
	Key competencies	
12	Proactive Change (C) Flexible in their thinking and approach – always aims to anticipate what lies ahead Able to generate creative ideas that solve future problems Always open to change but consistently works within compliance regulations	Application form & interview
13	Planning & Results Drive (C) A pragmatic and focused approach that is objectives driven Focuses own and others' activities in line with key deliverables Identifies and eliminates non-productive activity Methodical and systematic approach that breeds consistency Thinks laterally and creatively in order to overcome obstacles: finds alternative ways forward Demonstrates a tenacity and persistence to achieve results	Application form & interview
14	Encouraging Collaboration (C) Engages others who can add real value at the appropriate time Demonstrates an appropriate balance of tact, empathy and assertion in team situations	Application form & interview
15	Meeting Audience Needs (C) Firm, precise and tactful – especially when dealing with difficult issues Open and assertive communication style – not afraid to express differences in opinion Ability to flex their style to best suit their audience and subject matter	Application form & interview
16	Developing Diversity (C) Tackles incidences of conscious or unconscious bias within the team or beyond	Application form & interview

	Generates or encourages others to identify ideas for greater levels of diversity and inclusion	
17	Commercial Acumen (C) Demonstrates mature judgement, aligns their decisions and plans with the broader commercial	Application form & interview
18	Managing digital developments (C) Become more digitally aware and responsible in own areas of work Integrate digital into their thinking and planning at early stage of relevant projects	Application form & interview
19	Leadership/ Management Skills Sophisticated communication skills, able to communicate with gravitas at all levels of the organisation A clear, open and honest communication style, able to provide clarity for their team with respect to their role and purpose Takes ownership for the implementation of organisational processes such as appraisal	Application form & interview

Our four values guide us in our day-to-day work but they also set principles for how we expect all of us to behave:



This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional Information

Benefits

The benefits listed below are discretionary and we reserve the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment in this post only.

- Our generous full-time equivalent annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- Access to our Pension Scheme arrangements including employer contributions.
- 20% discount in all IWM's on-site shops.
- A 25% discount in IWM's cafes.
- Free entry to a large number of other museums & galleries and their exhibitions which we have reciprocal arrangements with.
- Enhanced maternity and paternity benefits dependent on length of service.
- Access to our in-house training programmes and development
- Access to an interest free season ticket loan scheme after three months service.
- Access to a Ride 2 Work Scheme
- Access to our Employee Assistance Programme, and Career Development Advice.
- IWM staff also have access to The Charity for Civil Servants services and support.
- Eligibility to join the Civil Service Sports Club, securing additional discounts and benefits.
- Access to social events run by groups with IWM.

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept only CV's, you will be required to fill in an online application form.

If you have any queries please contact us at careers@iwm.org.uk

The closing date for receipt of applications is 9 am, Monday 22 August 2022.

Interviews will be held on Wednesday 7 September 2022. Please note that the interview date(s) has been specifically chosen according to the availability of the panel. You are advised to keep this date free if you are interested in this vacancy. We are unable to reschedule interviews.

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

IWM is committed to a policy of Equal Opportunities.

We miss out when people feel IWM isn't for them, and are committed to removing and reducing barriers to make IWM open to everyone.

Our Access and Inclusion strategy has been developed to promote openness, equal opportunities to access, inclusivity and encourage diversity in everything that we do, from employment practices, the services we provide to our visitors to the facilities we make available to public.

At IWM we seek to address the need for greater diversity within our workforce as well as the wider museum and heritage sector. In all our practices we embrace diversity and promote equality of opportunity and we welcome applications from suitable candidates of all backgrounds.

IWM is committed to safe recruitment and all necessary disclosure and barring checks are mandatory, with higher level checks including Barred Lists for all sensitive roles.