



THE
CULTURE
TRUST
LUTON

November 2024

Reconnect Project Manager (0.5)

Salary £37, 938 (Pro Rata) Fixed term for 16 months – January 2025 – April 2026

I am delighted to introduce this job opportunity at the Culture Trust Luton for a 0.5 Project Manager. Through a successful funding application to The National Lottery Heritage Fund, we have been awarded £177,513 funding to deliver a Resilience project called 'Reconnect'. This multi-faceted project explores the Trust's customer services, sites and operations. There is also funding to deliver events and consultations as well as creative activities to promote engagement and volunteering. The Project also has a budget for making operational improvements that have been identified through the project.

We seek an experienced Project Manager to draw together the delivery of this project, coordinate specialist consultants, creatives and community groups and work with the Culture Trust Team on exploring and embedding change.

We are a progressive, Luton-based, arts and cultural charity with a mission to connect communities through culture and creativity. We welcome 250,000 people across the year to our stunning heritage sites; the Hat Factory Arts Centre, Hat District creative workspaces, Wardown House Museum and Gallery, and Stockwood Discovery Centre. The Reconnect Project will work across all our functions, but there will be a particular focus on Stockwood Discovery Centre for community activities and volunteering. For mor information about us please check out our website www.culturetrust.com

To apply for this post please complete the application form found in the link below (in the section titled 'supporting documents' <https://www.culturetrust.com/hat-district/work-us> Please also note the dates below.

Deadline for applications	Wednesday 11 th December 2024 (noon)
Interviews	Tuesday 17 th December 2024

I do hope you will consider applying for this exciting and rewarding job.

Marie Kirbyshaw,



01582 878 100

www.culturetrust.com

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**ARTS COUNCIL
ENGLAND**

JOB PURPOSE:

The post-holder will project manage Re-connect which is a customer service review project aiming to engage users, non-users, volunteers, staff and partners in improving access to our Heritage sites. This Fixed term Project is funded by The National Lottery Heritage Fund.

The post holder shall lead a team of consultants and work with Culture Trust staff across all sites in planning and delivering a programme of community focused consultations. This will include a review of opening hours, customer services, operations and access to facilities. The Project Manager shall support the consultants in their work gathering data and evidence for change. Feasible and affordable improvements agreed by the Steering Group shall be implemented by the Project Manager across all sites. The aim of this project is to support organisational resilience.

There is a specific focus on Stockwood Discovery Centre and the Project Manager will work with audience consultants, artists, horticulture specialist and other specialists to develop a local community outreach and site-based programme. The activities shall generate ideas to improve site orientation, customer services, access to heritage and grow new community audiences and volunteering in using and accessing the heritage gardens, greenhouses, public art and woodland. The Project Manager shall coordinate a programme of works to make customer service improvements to the reception area, new signage, horticulture and arts commissions, operational systems and a volunteering programme at Stockwood.

Reporting to the Director of Customer Experience and Project Steering Group, the postholder will coordinate activities, manage and grow community partnerships, organise events, plan public engagements, prepare communications and engage in reporting, contracting, budget management and project administration.

PRINCIPAL RESPONSIBILITIES:		%
1.	Project management and Administration. To provide management of all aspects of this NLHF funded project Re-connect including reporting, record keeping, documentation, administration, budget management, presentations and meetings, minute taking and reporting on findings. To work flexibly and positively to achieve the objectives of the project and over-all business plan and charitable objectives of the Culture Trust, Luton.	25

PRINCIPAL RESPONSIBILITIES:		%
2.	To coordinate the appointment and work of freelance consultants contractors, partners and volunteers and project managing their performance, ensuring they delivery their brief. To monitor performance against agreed KPIs budgets and outcomes throughout the project.	15
3.	Inviting Views consultation events: To project manage and coordinate one-mile community events for the Trust's sites inviting ideas from users and non-users on improvements. Project managing the work of the consultants and coordinating a programme of community discussion groups and consultations that draw upon ideas which will inform recommendations to improve customer services and heritage access.	15
4.	Coordinate a customer improvement plan for each of the three sites. Support them in producing a customer service improvement plan based on community and customer findings and work with schools. Upon approval of the Customer Services and Operational Review consultant plan, to implementation and project management of the agreed improvements. Working with the Director of Customer Experience and Head of Operations to implement short-term changes that will improve customer navigation, signage, welcome points, services and access.	15
5.	Coordinate activities with schools and community groups led by the specialist consultants (Dance, horticulture and art) at Stockwood Discovery Centre. The post holder will coordinate activities with schools and the community with support from the Trust's Programming, Learning and Skills team.	10
6.	Recruit new volunteers in two groups across the project (through our Museum Maker programme) and support local volunteers in connecting into long-term horticultural, museum, garden, operational and customer support. Working with the Museum Maker Volunteer Coordinator and freelance consultants.	10
7.	To Lead on the co-ordination of project documentation and associated reporting, data gathering and compliant use. To draw together reports, data and findings to share with the wider Culture Trust team (direct and indirect) and to inform a change programme that shall be implemented as part of this project. Liaising with and managing, monitoring processes with external funders (including the Heritage Fund). To provide progress reports for the steering group and leadership team. Including sharing of audience data, community and volunteer feedback, consultants reports and strategic documents developed through the project.	5

PRINCIPAL RESPONSIBILITIES:		%
8.	Represent and act as an advocate for the Trust at on site and outreach events in Luton and at relevant events, meetings and with external stakeholders. To manage records and data in line with the Trust's Policies and best practice. To engage in appropriate marketing and communications about the project.	5
<p><i>Please note these percentages are approximate and should be used for guidance purposes only. They may vary depending on staffing levels and place of work. This job description is not a definitive list of tasks – it is designed to give an overall view of the job and not to indicate what the sole requirements are for the post. Post holders will be required to perform other related duties as assigned.</i></p>		

DIMENSIONS:

Supervisory Management: Freelancers, Casual staff and volunteers.

Financial Resources & Responsibilities:

- Externally funded project budget of £177,513 grant funding from The National Lottery Heritage Fund which has been secured.

As a cost centre manager, the post holder will ensure that assigned budgets are regularly monitored and the overall budget for the cost centre is not exceeded, in particular assessing statements of income and expenditure on a monthly basis, together with records of commitments, to make predictions of the annual income and expenditure for all items of financial responsibility. Reporting to the project Steering Group and Finance Manager

Physical Resources:

- Working at all three Culture Trust sites (Stockwood Discovery Centre, Wardown Museum and Gallery and the Hat Factory Arts) and across Luton as required as part of a community events programme
- Equipment relating to project delivery

Work Ethos:

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Produce reports against targets for budgets and performance KPIs to Leadership Team. Work flexibly and positively to achieve the business objectives of the Trust.

Equalities:

The Culture Trust Luton believes that culture should be accessible, meaningful and relevant to our local communities, whatever their socio-economic background, age, race, religion, sexual orientation, gender or disability. We are committed to Equity, Diversity and Inclusion

(EDI), at the heart of this, is our purpose to be a progressive and an entrepreneurial arts and cultural charity with a mission to connect communities through culture. Our over-arching EDI ambition is to mainstream equity, diversity and inclusion across the Trust, as an employer, venue, partner, landlord and commissioner. We want to ensure that the work we do enables a diverse range of people to work and connect with us, enabling our community to enjoy, inform, produce and benefit from culture. The post-holder will ensure that Equal Opportunities policies, procedures and EDI is delivered throughout our work, commissioning, recruitment and activities.

About the Trust:

Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity. We contribute positively to the social, economic and cultural prosperity of our home-town Luton and surrounding regions. We improve lives, wellbeing and prosperity and contribute towards making Luton a place that is vibrant, exciting, educational and engaging. We attract over 250,000 visits per annum to our five sites (2024/5): The Hat Factory Arts Centre, Hat House and Hat Works creative workspaces, Wardown House Museum & Gallery and Stockwood Discovery Centre Gardens & Museum. We connect these local heritage assets and collections with our community through collaboration, co-curation, community engagement and care. We co-create events, festivals, exhibitions and collections with our neighbours, volunteers and partners and we care for historic buildings, museum collection's & sites across Luton.

Physical Effort:

Some physical effort is required in order to:

- Move and lift resources, within Culture Trust buildings, between sites and programme spaces.

Other:

- Able to work across all Culture Trust sites when necessary to support other teams in order to meet the business requirements of the organisation.
- Able to work evenings and weekends as required.

Trust Responsibilities:

Post holder will ensure they deliver against business plan priorities.

Trust Standards:

Post holder will be provided with a full induction outlining the standards and expectations of Trust employees.

Working Environment: Working across the Trust sites, hot-desking and agile working as required.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	<ul style="list-style-type: none"> • Demonstrable experience of project management, coordination and project delivery, financial management and target specific groups and communities, including quantitative and qualitative monitoring. 	1,2	Experience of working within an urban, culturally diverse community.	1,2
	<ul style="list-style-type: none"> • Demonstrable experience of activity planning and Project managing a programme of community projects, activities or events, showing initiative and skill in bringing about change. 	1,2	Experience of managing projects funded by the Heritage Fund.	1,2
	<ul style="list-style-type: none"> • Demonstrable experience of effective reporting by documenting, recording and communicating activity, progress and budgets to a management board or steering group. 	1,2		

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Attributes	Essential	How Measured	Desirable	How Measured
Skills/Abilities	<ul style="list-style-type: none"> • Able to communicate effectively and professionally through range of media, give presentations, gain commitment from a wide range of people including community groups, partners, projects teams, colleagues and consultants. • Able to gather analyse complex information, in order to inform and develop evidence for change and learnings objectives and outcomes. • Able to prepare and monitor budgets, KPIS, outcomes and Outputs and to provide written and statistical reports to key strategic groups, partners and funders in a time focused and strategic manner. 	<p>1,2</p> <p>1,2</p> <p>1,2</p>	Experience of user end implementation of software packages.	1,2
Equality Issues	<ul style="list-style-type: none"> • Demonstrable knowledge and understanding of equality issues and legislation. Able to integrate equality policies into business plans, strategies and project delivery. 	1,2		
Specialist Knowledge	<ul style="list-style-type: none"> • Demonstrable knowledge of project management methodologies, IT systems and processes relating to robust financial monitoring and reporting • Demonstrable knowledge of volunteer management guidelines, policies, strategies, initiatives to inform project development 	<p>1,2</p> <p>1,2</p>		

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Education and Training	<ul style="list-style-type: none"> • Project Management Qualifications or equivalent in-depth experience (3 years of more). 	1,2		
Other Requirements	<ul style="list-style-type: none"> • Access to be able to work across Trust sites and neighbouring communities throughout Luton to meet the requirements of the project delivery and activities. • Ability to work evenings and weekends (approximately twice a month and more often when periods of activity programmes are planned) • Ability to be a Trust ambassador with an awareness and understanding of the Culture Trust’s charitable status and to promote the Trust work. 	1,2 1,2 1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

NB: This job description reflects the requirements of The Culture Trust **as at October 2024**. The role and duties of the post are subject to change in line with the future development of The Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that The Culture Trust’s policies are reflected in all aspects of their work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)