

Job Description

Job title	Heritage Place Programme Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture & Community
Range	MPR 6
Reports to	Head of Culture & Heritage
Term	Full time, fixed term between September 2026 and March 2031 (with possibility of funding-dependant extension). Hybrid working options available.

Main purpose of the job:

To lead and coordinate the [Medway Heritage Place strategic programme](#) within Medway Council's Culture & Heritage Service, ensuring the programme is planned, managed and delivered effectively, on time and within budget. The role oversees project management, stakeholder engagement and compliance with statutory requirements, while aligning programmes with Council priorities such as child-friendly initiatives and climate change. Working closely with internal and external partners and the Head of Service, the postholder ensures complex, multi-stakeholder project strands achieve their objectives and contribute to Medway's culture and heritage-led regeneration, while liaising with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).



Medway Heritage Place is made possible with The National Lottery Heritage Fund. Thanks to National Lottery players, we are able to bring Medway's stories alive in new ways for new audiences and support this role.

Accountabilities and outcomes:

Lead the Heritage Place programme to ensure timely, on-budget delivery aligned with strategic objectives, achieving funder requirements and delivering meaningful community benefits.

Provide direction and line management to staff, ensuring clear objectives, support, and development opportunities to maintain high performance and contribute to successful programme delivery.

Maintain robust governance arrangements and provide accurate, timely reporting to support effective decision-making that enables transparency, accountability, and informed decisions that keep the programme on track.

Act as principal point of contact, managing relationships with internal teams, external partners, funders, and community stakeholders to build trust and collaboration and ensure stakeholder needs are met and partnerships strengthened.

Identify, monitor, and mitigate risks across operational, financial, and strategic areas, proposing and implementing solutions to minimise disruption and safeguard programme integrity and reputation.

Coordinate fundraising activities, develop funding bids, and provide accurate financial and budgetary information to secure additional resources that strengthen programme delivery and long-term sustainability.

Work with finance colleagues to ensure accurate monitoring, reporting, and compliance with financial requirements, which maintains financial control and ensures efficient use of public and grant funds.

Oversee project change control processes by evaluating impacts and engaging senior officers to ensure programmes adapt effectively without compromising strategic objectives.

Promote programme objectives through targeted engagement, marketing, and communication strategies that build awareness and participation, increasing public and sector involvement to enhance reach and impact.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

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Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Head of Culture & Heritage.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSEs (grade 4-9) or equivalent including English and Maths.

Level B (in addition to level A criteria)

- Undertakes regular CPD to maintain up-to-date professional knowledge and skills in line with sector and organisational standards).

Level C (in addition to levels A and B)

Knowledge

Level A

- Awareness of the One Medway Council Plan.

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- Knowledge of legislation, policies and procedures in relation to GDPR and data protection, equalities and safeguarding.
- Excellent knowledge of management processes and systems including health and safety and safeguarding.
- Good knowledge of how to implement projects and programmes on time and within budget.
- A strong understanding of the value and use of new technologies in improving services and modernising working process.
- An excellent understanding of customer service and how this can be effective in a heritage and creative sector environment.
- A good understanding of the financial and procurement principles within the public sector.
- Strong understanding of the heritage and creative sector strategies and policy nationally including funding and investment programmes

Level B (in addition to level A criteria)

- Understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes.
- Knowledge of how to accurately monitor finances to avoid wastage and keep within agreed budgets.
- Excellent knowledge of project management techniques.
- Strong practical and procedural knowledge of health and safety and safeguarding legislation.
- Understands the different ways to improve efficiency and effectiveness.

Level C (in addition to levels A and B)

- A strong knowledge and understanding of the council's budgetary systems and financial matters offering solutions for improvements to working practices and identifies where more efficient working could make savings.
- Good knowledge of how to analyse and interpret technical, procedural, or specialist information and compose correspondence and reports, using technology as required.
- Excellent understanding of the heritage and wider cultural sector and how to benefit from local and national sector opportunities.
- Knowledge of the processes involved in applying and receiving funding from local, regional and national funders.

Experience

Level A

- Knowledge of methodology for gathering, critically analysing, using and presenting information and data.
- Extensive experience of working within a heritage and wider cultural sector environment, with an excellent understanding of all elements of heritage and culture development services.
- Strong experience of developing and delivering programmes and projects including capital projects on budget and in time.
- Experience in negotiation and financial agreements with external suppliers and contractors.
- Experience in the supervision and co-ordination of employees.
- Experience in a customer-focused organisation, with an emphasis on customer service.
- Experience of dealing with suppliers and contractors.
- Experience in the management of software licences and the use of software tools.

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Level B (in addition to level A criteria)

- Experience of developing and delivering programmes and projects to increase participation targets for the service.
- Experience of maximising assets to achieve challenging income targets.
- Experienced in the handling and resolution of complex complaints and applying appropriate remedies related to the administration procedures.
- Significant heritage and creative services experience with working knowledge of relevant legislation.
- Proven experience in building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way.
- Strong experience of coping well under pressure and difficult situations, able to identify and act on own development needs.
- Substantial experience of supervising, co-ordinating or training other employees including performance management.

Level C (in addition to levels A and B)

- Strong experience and the vision to develop and maintain high-quality services that are relevant to the needs of existing and potential users.
- Experience of analysing and interpreting varied and complex information and developing strategies and solutions for the medium and long term.
- Experience in all areas of work undertaken by staff the post line manages.
- Proven experience of successfully managing and working with complex partner and stakeholder relationships to maximise opportunities for shared vision and ambition to drive inward investment.
- Experience of successfully communicating corporate message to the teams and, ensures all teams are aware of how their role fits in with the council's objectives and values.

Skills

Level A

- Good interpersonal, communication and customer care skills.
- Excellent organisational skills, with accuracy and attention to detail.
- Ability to apply theoretical, practical and procedural knowledge across a specialist area.
- Good time management skills to manage busy diary and workload.
- Ability to identify and address complex problems, developing innovative and imaginative solutions as appropriate.
- The ability to work well with specialists, including those with more detailed knowledge areas, to jointly create pragmatic solutions, fit for purpose and can implemented successfully within desired timescales.
- Ability to gain trust and buy in from senior staff at all levels across the business.
- Be empathetic with both the management and end users.
- Excellent negotiation skills that can be used effectively with a range of partners and stakeholders.
- Must be able to use MS Word and Excel, Teams, Outlook and PowerPoint to a good standard.
- The ability to deal with high levels of work-related pressure from deadlines, interruptions or conflicting demands.
- Contributes to Medway's wider heritage and cultural offer and the development of council and partner strategies and policies.

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- Encourages staff to put forward ideas of how work should be done and acts on those ideas whenever possible.

Level B (in addition to level A criteria)

- Able to demonstrate a detailed knowledge of the department and the wider organisational context and how this interfaces with Members and possesses the skills required to take a lead role in ensuring partnerships work.
- Uses appropriate language, style and methods depending on audience and the purpose of communication.
- Excellent delivery of marketing and promotional campaigns that maximise sales, develop audiences and improve the reputation of venues.
- Is pro-active in identifying ways to improve efficiency and effectiveness.

Level C (in addition to levels A and B)

- Ability to understand the vision and interpret it to develop practical and achievable work plans.
- Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one workplace.
- Demonstrate excellent leadership skills by working with partners and stakeholders to maximise opportunities.
- Ability to act as a role model to promote equality and manage diversity in the workplace and service provision, ensuring everyone has appropriate and fair access and support.
- Developed interpersonal and communication skills.
- Able to resolve difficult, complex and sometimes confrontational situations, imposing requirements on unreceptive partners, stakeholders and customers without access to more senior officers.
- Establishing effective internal and external partnerships to maximise opportunities to increase income and funding.