

Job Description

Job title	Town Centres Programme Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	Regeneration
Range	MPR 5
Reports to	Town Centres and Markets Manager

Main purpose of the job:

To successfully implement the delivery and development of Medway’s place making agenda and regeneration strategy by leading on Town Centres management projects from mobilisation to completion in line with funding requirements and stakeholders’ expectations.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- Oversee daily town centre management operations, addressing enquiries from colleagues, councillors, key partners, stakeholders, and the public as they arise to deliver a high level of service and satisfaction.
- Lead the programme and project management of evolving town centre initiatives to successful delivery, including funding programmes for Gillingham. This includes scoping, mobilisation, delivery, risk, resource and quality management, monitoring, and evaluation of projects and programmes, in collaboration with key partners.
- Act as the lead officer in identifying, securing, managing, and monitoring funding opportunities to support town centre initiatives and place-making efforts to ensure adequate funding to implement and sustain town centre projects and initiatives, facilitate the growth and improvement of town centres through well-funded projects and to align funding efforts with the broader strategic objectives.
- Provide leadership and guidance as required to Town Centre Support Officers to ensure effective delivery of town centre programmes.
- Oversee the Gillingham town centre budget and manage project and event budgets, proactively identifying and pursuing opportunities to secure additional funding for town centre initiatives.

Medway Council Job Profile

Facilitate positive partnership working and joint business activity to improve the town centres' retail and business environment, enabling local ownership and leadership of projects and initiatives within the business community.

This will include developing close working internal and external relationships, maintaining effective communication systems, consulting with key members of the business community to ensure that they are kept up to date with developments.

Support the work of the wider Town Centres and Markets team, extending Medway Council's relationships with key partners, stakeholders, Town Centre Forums, and community panels to encourage active participation from the community to support local initiatives and projects.

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.

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 Town Centres and Markets Manager.

Medway Council Job Profile

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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

Working Style:

FIXED - The post holder will be permanently based at [insert location], although they may be expected to work at any location across Medway.

Person specification

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

Qualifications

Level A

- Educated to degree level, preferably in a placemaking, geography, business or marketing-related discipline.

Level B (in addition to level A criteria)

- Working towards level 5 (or equivalent) programme, place making or project management qualification.

Level C (in addition to levels A and B)

- Level 5 (or equivalent) programme, placemaking or project management qualification.

Knowledge

Level A

- Understanding of collaborative, community engagement and place management.
- Knowledge and understanding of key issues impacting on Town Centres and regeneration
- Knowledge of project management principals, co-ordination, scoping, cost, quality & resource management, communication, risk and procurement management.
- Understanding of local authority roles and functions in relation to business principles.
- Understanding of how retail, charity and voluntary sectors organisations can work effectively in partnership with the council.

Medway Council Job Profile

Level B (in addition to level A criteria)

- Knowledge of how to successfully engage in multi-agency and external partner collaborations

Level C (in addition to levels A and B)

- Local knowledge and understanding the unique characteristics, needs, and heritage of Medway's five Town Centres
- Extensive knowledge of and understanding of project management principals,
- Excellent knowledge of community engagement, co-collaboration, place management with associated funding.

Experience

Level A

- Experience of working in regeneration and place-making
- Experience of a retail, business or trading environment.
- Experience of writing funding applications
- Experience of managing high value budgets
- Experience of programme and project development and management.

Level B (in addition to level A criteria)

- Experience of procurement, budget and performance reporting.
- Experience of partnership working and networking to achieve results.
- Track record of scoping, delivering and managing regeneration funding programmes.
- Experience of applying to external funding opportunities, and securing successful outcomes

Level C (in addition to levels A and B)

- Experience of visioning and developing strategic regeneration Town Centre programmes.
- Experienced in leading development of strategic placemaking programmes and projects.
- Instigating change and ensuring teams, partners and stakeholders are motivated with a commitment to diversity and equality.

Skills

Level A

- Proficient in the use of Microsoft packages including Word, Excel, Outlook and Teams.
- Programme and project management skills with ability to deliver key regeneration programmes and projects.
- Good communication, negotiation, consultation, presentation, networking and partnership working skills and able to effectively resolve any arising conflict.
- Ability to use analytical skills to interpret complex information and situations.
- Values diversity and actively committed to equality in provision.
- Ability to influence the behaviours and views of others through persuasion and encouragement.
- Ability to effectively manage and monitor budgets, key performance indicators, procurement and contracts.
- Ability to manage, plan and organise time, meet objectives, deadline and work autonomously.
- High level of budget management responsibility skills.
- Political sensitivity and judgement to collaborate with others and Council members.
- Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions need to be made without access to a manager.
- The post holder will have access to a vehicle and be able to drive

Level B (in addition to level A criteria)

- Highly developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
- Ability to build strong supportive relationships and gain commitment by presenting ideas clearly and persuasively.

Level C (in addition to levels A and B)

- Developed transformative solutions or plans to undertake work that requires a wide range of imaginative solutions with responses
- Developed research and data analysis skills.