

Job Description

Senior Service Manager - Museums & Heritage

Job Details	
Grade	GR 6 (consultation grade - subject to formal evaluation under the Pay Equity Review)
Job Evaluation Number	A1378
Number of Posts	1
Directorate	City OperaCons
Division	Neighbourhoods
Department	Cultural Development
Service Area	Culture Service
Reporting to	Head of Cultural Development & Tourism

Strategic statement about Birmingham City Council

1.0 Portfolio Responsibilities

Act as the primary officer managing Birmingham Museums Trust relations, ensuring service delivery, compliance, and contract value. Oversee Birmingham Museum & Art Gallery reopening, including funding bids and maintenance planning. Lead the Council's Heritage Strategy development and integration into planning frameworks. Establish and sustain effective partnerships across heritage, cultural, and community sectors, fostering investment and citywide heritage initiatives.

2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Overseeing the Council's museums service contract with BMT, ensuring commissioning oversight, performance monitoring, financial appraisal, risk management, and reporting to senior officers.

Leading negotiations for the service agreement (2026-2030), aligning with cultural policy, financial needs,

and objectives approved by the Cabinet.
Organising and coordinating museum contract meetings, preparing detailed reports, concise briefings, and comprehensive decision papers for effective communication and collaboration.
Coordinating efforts across departments to fully reopen BMAG, involving Property, Planning, Conservation, Finance, Procurement, Legal, and Communications teams effectively.
Overseeing the preparation and submission of major capital funding applications (NLHF, MEND rounds, DCMS, trusts and foundations, philanthropic approaches).
Managing the development of critical building repairs, planning maintenance, and ensuring adherence to the Council's property responsibilities.
Overseeing the refresh, finalisation, and Cabinet approval of the Council's Heritage Strategy, ensuring alignment with the new Heritage SPD and priorities. Coordinate the Council's Heritage Strategy Group.
Leading the strategic development of heritage funding initiatives and capital investments, identifying opportunities, preparing bids, coordinating partners, and ensuring grant compliance. Overseeing the delivery and monitoring of funded programmes (e.g., UKSPF, NLHF, future heritage grants), ensuring evaluation, risk management and reporting. Providing specialist guidance on heritage best practice.
Collaborating with Public Art and Planning teams, providing strategic input on maintenance, conservation, commissioning, and interpretation to support the strategy.
Managing responsibilities for £6.335m BMT service contract (2026/27), £5,000 Heritage Strategy budget, and grant-funded heritage programmes while ensuring compliance with regulations.
Ensuring programme governance, reporting, and administration by producing Cabinet reports, business cases, briefings, evaluation reports, and funding documentation of exceptional quality. Operating the Council's financial and administrative systems to process orders, record receipts, monitor payments, and ensure accurate financial records.
Engaging with senior council officers, planning, property, finance, legal, communications, neighbourhoods. Collaborating externally with BMT, Arts Council England, NLHF, DCMS, regional partners, heritage organisations, and community groups.

3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Post Title - Grade - Number of Posts	Number of Posts
Heritage & Culture Officer	Heritage & Culture Officer - N/A - 1	1

Special Conditions	
Is Safeguarding Check needed?	DBS Standard

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation		
Qualifications	AF	Possess extensive professional experience or a related degree in heritage, museums, archaeology, cultural policy or related fields.
Experience	I	Demonstrate experience of managing contracts for cultural services or commissioned organisations within public sector financial regulations.
Experience	I	Demonstrate experience developing funding bids for heritage capital projects (NLHF, MEND, DCMS or equivalent). Knowledge of capital mechanisms, grant conditions, and conservation principles.
Experience	AF/I	Demonstrate experience of policy or strategy development within cultural/heritage contexts, including equality, accessibility, and inclusive heritage engagement.
Experience	AF	Demonstrate understanding of planning and policy frameworks applicable to heritage, such as SPDs and listed buildings.
Experience	AF/I	Demonstrate experience in

		managing cross-council programme execution or overseeing capital project delivery.
Experience	AF/I	Demonstrate outstanding written and verbal communication, producing complex reports, funding applications, Cabinet papers and high-quality strategic briefings.
Skills	I	Demonstrate analytical and problem-solving abilities, managing programme risks and addressing competing priorities effectively.
Skills	I	Demonstrate capability to negotiate, influence, and collaborate with senior leaders, external stakeholders, and funding bodies.
Skills	AF/I	Demonstrate capability to coordinate across multiple agencies and ensure effective programme delivery.
Skills	I	Demonstrate advanced digital literacy across Word, Excel, databases, financial systems, and procurement systems.
Other	I	Work evenings, weekends, and bank holidays when needed for meetings, events, and programme delivery.

All staff understand that employment on this job description is in line with the current BCC; BCT and Acivico workforce contracts.

In line with your Birmingham workforce contract, it may be reasonable from time to time to request employees to undertake other duties commensurate with your role. These requests should be exceptional. If you find these are anything other than a 'time to time' request, then it will be necessary for the role to be re-evaluated (following NJC Gauge principles) to maintain the integrity of BCC's job

evaluation scheme.

For reference your contract of employment states: From time to time, you may be required to undertake other or additional duties as we may reasonably require.

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

Record and report any concerns or incidents.

At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.