

Supporting a thriving Parliamentary democracy

Job Title:	Content and Resources Development Manager
Salary:	£37,510 (B1)
Team:	Chamber and Participation
Number of Posts:	1
Contract Type/Duration:	18 months fixed term with the possibility of extension and/or permanency

Team Information

The Participation team delivers visitor services, educational programmes, learning resources and UK-wide community outreach activities that promote Parliament's role and engage the public with parliamentary business. Our well-established public engagement activities continue to expand, reaching over 1.5 million people every year; of these, about 500,000 are directly engaging in activities in Westminster and over 1 million in outreach and engagement activities across the UK.

Participation sits within the wider Chamber and Participation team which brings together all the disciplines that support the Chamber within one coherent structure – the procedural offices that facilitate the core function of legislating, the operational teams who focus on ensuring that the Chamber runs effectively and efficiently, and the public-facing Participation teams who promote public engagement.

Job Information

This role is responsible for developing, leading and managing the Resources and Content Development team, within Participation. You will be responsible for creating learning resources and content across the Participation portfolio, engaging a wide range of audiences with the work of Parliament. Our public engagement strands include but are not limited to: education resources, workshops, tours, online experiences, digital content and special interest events.

Working collaboratively with colleagues across Parliament you will ensure that all Participation content and interpretation supports the work of our Members and responds creatively to the business of the House, our heritage collections and Archives and the Palace of Westminster UNESCO World Heritage Site, blending digital and on-site experiences with a particular focus on audience diversification. You will have excellent communication skills with a knowledge of how to communicate complex topics to an audience in a simple and accessible way.

The role will involve line managing six members of staff and overseeing delivery of projects and content across multiple platforms. This will include offering creative and strategic direction and developing relationships with key collaborators across UK Parliament, as well as planning the programme of work for the year ahead.

Responsibilities

- To lead on the delivery of a programme of innovative projects and learning resources across the Participation team ensuring the content produced is of a high quality, accessible, tailored to the needs of different audiences, reflect Parliament's diverse history and meets the strategic objectives of both Houses.
- To lead on interpretation across the Participation team working closely with Education, Visitor Experience, Heritage Collections and Archives teams to deliver engaging content for our face to face and digital programmes.
- To stay informed in respect of digital learning/technology developments and use this to develop strategic plans for resources and content production.
- To line manage a team of 6 people, providing strategic direction and supporting them in the delivery of a range of projects and resources.
- To oversee the delivery of digital content production for the [Learning website](#) and work collaboratively to identify opportunities for new and innovative digital public engagement.
- To oversee the management of the online Member engagement programmes including Learn with the Lords online and Ask the Speaker.
- To lead on the quality control of all learning and participatory content ensuring material is of a high quality, appropriate for the audience and politically impartial.
- To lead on the operational management of the assigned budget working closely with the Deputy Head of Education and Engagement to devise detailed costings of new projects and monitor KPIs.
- To ensure all procurement and financial processes for the Resources and Content team are adhered to and successfully manage relevant contracts with external suppliers.
- To manage relationships with key Participation stakeholders and senior colleagues in both Houses and proactively seek opportunities for cross-team collaboration.
- To be a proactive member of the Education and Engagement senior management team and Participation Leadership Group, representing the Participation team at meetings and groups as required.
- Support the work of the wider Chamber and Participation team as required.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level or higher, as described in the job description. All successful candidates are required to pass these checks before an offer can be confirmed.

To enable meaningful checks to be carried out you will need to have lived in the UK for a sufficient period of time. To undergo a CTC, you must have normally resided in the UK for a minimum of 3 years out of the last 5 years.

[Click here](#) for further information.

Hours

We welcome applications from candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

Workplace Adjustments

As an inclusive employer, the House of Commons supports individuals in need of workplace adjustments. The workplace adjustment process prevents, reduces or removes problems you might face at work. Adjustments can be requested to help with obstacles relating to mental health, and physical or non-physical requirements. You can request a workplace adjustment if you have a disability or suffer from a difficulty or disadvantage in your workplace.

Application and Selection Process

Further details will be provided if you are successful at the initial application stage.

We may ask you to complete a test, presentation or other assessment as a part of your recruitment process.

If you are invited to interview, we will ask you a combination of competency questions and role specific questions solely based on the criteria below. Any presentation or test requirements will be clearly communicated to you well in advance of your interview.

As a Disability Confident Leader, it is important that we are able to make appropriate arrangements or adjustments where necessary in order to create a full and equal participation in the selection process. If you require any reasonable adjustments, please contact the recruitment team to see how we can meet your needs.

Our Values

The House Service is proud of our organisational values, which will deliver our strategy. We are looking for people who can bring these values to life:

Inclusive: We value everyone equally; We respect each other; We all have a voice.

Courageous: We try new things; We own our actions and decisions; We learn from our mistakes.

Trusted: We trust each other to do a good job; We are impartial; We build confidence in Parliament with our integrity.

Collaborative: We share our knowledge and experience; We work towards a shared vision; We know we work better in a partnership.

Skills and Experience

Criterion 1 -Content creation

A strong track record of delivering and evaluating a range of formal and/or informal learning projects, content creation and interpretation across a range of platforms (print, audio visual, participatory projects etc).

Criterion 2 -Leadership and Management

The ability to proactively lead a team, inspiring and motivating team members to collectively deliver against KPIs, offering clear creative and strategic direction as needed, while upholding principles of diversity and inclusion.

Criterion 3 -Communication

Excellent written communication skills and experience of exercising editorial control to create high quality products. The ability to exercise sound judgement on how content can best be presented to meet audience needs whilst ensuring standards of impartiality are upheld.

Criterion 4 -Project Management

Aptitude in managing multiple projects from conception through to implementation, retaining a strategic focus whilst delivering tangible outcomes. The ability to prioritise a high workload and take responsibility for resolving issues to ensure changing short, medium and long term demands are met.

Criterion 5 -Stakeholder Engagement

Excellent interpersonal skills with the ability to develop strong, positive relationships and build credibility quickly; experience of successfully working with a range of internal and external stakeholders at all levels.

Criterion 6 -Organisation

Highly organised with the ability to take a strategic approach to planning and delivery of a range of projects and resources in line with agreed budgets and timescales.
