



# DESTINATION PLYMOUTH

**Maternity cover**  
**PROJECT MANAGER AND ASSISTANT TO CHIEF EXECUTIVE**  
Up to £35,000 p.a.

## **Information Pack**



## OVERVIEW

Plymouth is Britain's Ocean City and gateway to the beautiful South West and Cornwall. With a planned programme of major capital investment and city-wide regeneration Plymouth is an exciting place to be with an exceptional quality of life.

Destination Plymouth Ltd. is the formally recognised Destination Management Organisation for the city responsible for delivering the city's 10-year Visitor Plan up to 2030.

See link here. [Plymouth Visitor Plan: 2020 to 2030 by Visit Plymouth - Issuu](#)

We wish to recruit an enthusiastic, experienced, and commercially focused Project Manager and Assistant to support the Chief Executive to execute delivery of the Plymouth Visitor Plan on a fixed term maternity cover contract initially for 9 months.

Applicants will need to have a successful track record and direct experience in managing a wide range of diverse projects, working with public and private sector stakeholders. It goes without saying that they will require excellent administration, IT and communication skills commensurate with this level of appointment.

Key to the role is the ability to develop strong effective relationships across the private, public, and voluntary sectors and a proven track record in partnership working will be an advantage.

This position will be directly accountable to the Destination Plymouth Board and report in the Chief Executive for Destination Plymouth the wider Destination Management organisation for Plymouth.

If you would like an informal discussion about this role, please contact Amanda Lumley, Chief Executive by e-mail at [amanda.lumley@plymouth.gov.uk](mailto:amanda.lumley@plymouth.gov.uk) or by telephone on 07766 161108.

Interviews will be held within week commencing May 6<sup>th</sup>, 2024.



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## **An Introduction to Plymouth**

*Plymouth holds a very special place in history. It is the place where Sir Francis Drake played bowls before defeating the Spanish Armada; the point of emigration for the Mayflower, its Pilgrims and countless others setting sail for America, where Darwin set sail on the Beagle and birthplace of Scott the polar explorer. It is the city of discovery.*

We have been home to the Royal Navy since 1691 and the naval base at Devonport is the largest in Western Europe. We are incredibly proud of our rich maritime heritage, but Plymouth is not a city that lives in the past and today our lively port on the edge of the Atlantic has a distinctly European feel. This comes from our marinas, restaurants, galleries, seafront bars and historic buildings, and from the strong modernist architecture that lines Armada Way, the city's central boulevard.

Of course we've also got an impressive natural setting. From Plymouth Hoe the sight of boats, yachts and naval vessels on Plymouth Sound is truly inspiring. The views to the south across Plymouth's natural harbour to the Atlantic Ocean beyond, and then northwards to Dartmoor, make you want to follow all the vantage points along the Waterfront or even get out on the water for a whole new perspective. Young people from across the world come to study and work in Plymouth giving the city a contemporary urban buzz, whilst reinforcing Plymouth's reputation as a global marine city.

To round it off we are the regional capital for culture – with events, internationally recognised theatres, galleries and performing arts providing a great cultural experience to add to the laid-back lifestyle. Plymouth boasts one of the best summer events programmes in the UK. Including hosting Armed Forces Day, Flavourfest, the British Firework Championships, and our annual celebration of Plymouth's link to the sea, Seafest.

Add to this a reputation for outstanding food and drink – chefs such as Chris and James Tanner and Mitch Tonks all making Plymouth home to their restaurants – and you have a city destination like no other.

*Whether you want to be inspired by history, immerse yourself in culture, feast on fantastic food and drink or simply chill out and watch the world go by, you will discover the Plymouth for you.*



## **Project Manager and Assistant to Chief Executive**

### **Job Description**

#### **Job Purpose**

To project manage key aspects of delivery and administration required to support the Destination Plymouth Chief Executive and non – executive Board in their roles. This will include working with the Chief Executive on delivery of specific projects within the work plan including communications with stakeholders and partners, marketing support and identification of grant and/or commercial funding to enable delivery of the on-going programme up to 2030 and reporting against key targets and metrics.

To ensure that resources are appropriately prioritised to provide consistent support to the Board at all times.

Ensure the effective, co-ordinated workflow of business to and from the Board. Liaise with internal and external stakeholders as necessary ensuring a high standard at all times.

Managing projects within the Destination Plymouth work plan that underpins the Visitor Plan 2030 and core branding and sector specific activity.

Formulating and leading project teams including external consultants and contractors to ensure the successful planning, procurement, execution, monitoring, and control of medium/high risk projects ensuring value for money for Plymouth as a visitor destination.

Drive value for Destination Plymouth through robust contract management, change control and management of risk and programme.

#### **Decision making**

The role is responsible for managing and implementing delivery of the Destination Plymouth work program including key projects. The post holder may be required to secure commercial or grant funding to support delivery of the programme working with the executive team.

As a project manager the post holder does not have authority over colleagues but is responsible for imparting deadlines on them for various stages of work to bring projects close to agreed deadlines. When faced with unexpected delays the post holder is required to make a decision on the next course of action to progress the project. The post holder is expected to resolve most problems independently but will refer to the relevant line Managers when escalation is required.



### **Key responsibilities will include**

Working with the Chief Executive and wider Plymouth City Council Economic Development Team, Business Improvement Districts and key partners to facilitate delivery of a programme framework to deliver the aims of Destination Plymouth including:

#### **Board:**

- Responsible for managing and prioritising contact and communication with the Board to ensure most efficient use of their time.
- Planning and organisation of Destination Plymouth Board meetings, partner meetings and sector working groups.
- Ensuring meeting notes and actions are accurately captured and communicated in a timely manner.
- Responsible for holding and updating the action log and risk matrix for the Board and ensuring appropriate actions delivered.
- To develop and maintain good working relationships with all staff, visitors and external contacts and maintain a comprehensive contacts database.
- Will need to deal with unexpected problems which can lead to revision of meetings at short notice. For example cancellations, changes of invitees; changes to agendas, objectives/decisions, supporting paperwork etc.

#### **Project Management:**

- Working in partnership with internal staff, clients, external consultants and contractors to deliver projects in the most cost effective and efficient way.
- Stakeholder engagement and communications at programme board and officer level.
- Facilitating development of marketing and communications plans to support planned activity.
- Ensuring activity and communications are compliant with Branding guidelines.
- Stakeholder events e.g. workshops, networking and conferences/forums.



- Help develop KPI's and performance monitoring for the Destination Plymouth work programme framework in partnership with the Chief Executive and Board.
- Ensure that all programme meetings are held regularly, formally minuted and that the Board is kept informed of work programme activities at all times.
- Make decisions regarding priorities and re-scheduling of calendar commitments and workload often with challenging deadlines often and conflicting demands or interruptions.
- Preparing the business case for projects in consultation with the client.
- Undertaking procurement of surveys, consultants and contractor appointments as required for each project.
- Approving payments for goods/services works in connection with each project and accountable for expenditure from an agreed budget.
- Monitoring and control of expenditure against Destination Plymouth budget for each project and reporting variances.
- Maintaining accurate project records.

#### Other

- To represent the Destination Plymouth Board and stakeholders in a professional manner ensuring a welcoming and customer focussed service is provided at all times.
- To report to and carry out other duties required by the Board which are consistent with those listed above and appropriate to the title and grade of the post.
- The post holder is responsible for his/her own health and safety and ensuring that any employees within the team adhere to the company's Health and Safety policy ensuring that the company's Health and Safety policy is enforced within all areas of responsibility ensuring that safe working practice.
- Need to manage and prioritise their own workload, with minimal supervision.
- The role involves working both within and outside recognised procedures, which leaves significant room for initiative.



- Have a thorough knowledge of organisational policies, procedures and management structures, and to be responsible for the provision of an effective and informed advice.

### **Experience & job knowledge/Person specification**

#### **Essential Qualifications/Knowledge**

- Educated to degree level and/or equivalent qualification or able to demonstrate equivalent standing through experience and training.
- Prince 2 Practitioner or APM Project Management Qualification (PMQ) Certified or other similar level of project management certification or demonstrable experience.
- Knowledge of risk management techniques.
- Demonstrable experience of providing executive support to the leadership team within a large and complex organisation.

#### **Desirable Criteria**

- Experience of working with the SME sector
- Experience of working in the public sector
- Strong commercial, income generation and grant/fundraising skills.
- Excellent persuasion, influencing and communication skills
- Obtained or working towards a relevant professional membership of a relevant professional body

#### **Essential Skills**

- Excellent verbal and written communication skills including report writing and presentation skills
- Organised, able to work flexibly and at pace
- Ability to work under pressure to meet deadlines
- Ability to think on feet and problem solve
- Ability to build strong Client and Contractor relationships
- Confident in dealing with people from all backgrounds and levels of seniority
- Highly reliable, responsible and punctual
- Able to attend meetings and travel as required

#### **Desirable Skills**

- Driving Licence
- Experience of working in the destination, tourism, leisure industry.
- Supporting and developing team members



### **Essential Experience**

- Experience of leading the delivery of multiple or large scale projects or events
- Experience of planning ahead up to two years
- Track record in multiple stakeholder or partnership working.
- Managing Client Contractor relationships
- Undertaking feasibility studies
- Producing business cases
- Procurement of services and works including contracts
- Managing risks, issues and opportunities and mitigating those risks
- Supporting and valuing equality in the workplace and in service delivery
- Significant experience of working work at management and strategic level in a public/private partnership environment.
- Good knowledge of marketing and communications processes.
- Experience of business planning and track record of effective financial management.
- Sound track record of staff management.
- Awareness of health and safety legislation.



## APPLICATION AND RESPONSE DETAILS

To apply for this post please forward your CV and covering letter to:

**E-Mail:** [amanda.lumley@plymouth.gov.uk](mailto:amanda.lumley@plymouth.gov.uk)

Please clearly state in the subject line 'Project Manager and Assistant to Chief Executive'

**Post:** FAO: Mrs A Lumley, Destination Plymouth Ltd,  
c/o Ballard House, West Hoe Road,  
Plymouth, PL1 3BJ

It is anticipated that interviews will be held within week commencing: May 6<sup>th</sup> 2024.

If you would like an informal discussion about this role, please contact Amanda Lumley, Chief Executive of Destination Plymouth) by e-mail at [amanda.lumley@plymouth.gov.uk](mailto:amanda.lumley@plymouth.gov.uk) or by telephone on 07766 161108.

During the shortlisting process we will be looking at specific criteria highlighted in the Person Specification. Please ensure that you are able to demonstrate in your CV/covering letter how you meet these criteria.

We intend to apply for references for shortlisted candidates in advance of interview. Please supply two referee's details, one of which should be your current or most recent employer. If you do not wish us to contact referees ahead of interview, please confirm this in your covering letter.

Please note that Destination Plymouth Ltd. is the employer of this post.