

**Head of Creative  
Studios**  
**RECRUITMENT PACK**

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# Head of Creative Studios

<b>Directorate</b>	Audiences & Media
<b>Department</b>	Creative Studios
<b>Reporting To</b>	Executive Director (Audiences & Media)
<b>Salary</b>	£48,402 per annum
<b>Contract</b>	Maternity Cover (Fixed term for 1 year or until the post holder returns, whichever is sooner)
<b>Working Hours</b>	37 hours per week
<b>Probation Duration</b>	6 months
<b>DBS Check Required</b>	Basic
<b>Holiday Entitlement</b>	30 days plus public holidays
<b>Location</b>	Liverpool (Hybrid)
<b>Closing Date &amp; Time</b>	Thursday 30 July 2026 at 12 noon
<b>Interviews</b>	Week commencing 10 August 2026

## About the Role

Our studio brings ideas and stories to life through technical and creative exhibition design and innovative production builds. We create engaging museum and gallery experiences, both permanent and temporary, alongside marketing campaign assets and corporate communications across print and digital.

As Head of Creative Studios, you will provide inspiring leadership for the department, ensuring the delivery of an outstanding in-house service that supports teams across National Museums Liverpool.

In this role, you will shape how projects are planned, resourced and delivered across the studio, while maintaining high standards of accessibility and compliance. You will also drive creative excellence by fostering collaboration and pushing the boundaries of design and production through the effective use of current methodologies, technologies and software.

Working closely with stakeholders across the organisation, you will align priorities and clarify project requirements to support the smooth delivery of multiple workstreams, balancing creative ambition with operational efficiency.

You will bring experience delivering large-scale projects across spatial design, fabrication, print and digital, with a strong understanding of how to take ideas from concept through to full production. You will be highly adaptable and thrive in a fast-paced studio environment, with the confidence to build on established systems and ways of working. Strong project management and leadership skills are essential, alongside attention to detail, creative thinking, and clear communication.

We welcome and encourage applicants from a range of creative industries, including museums and galleries, theatre, television and film. Regardless of your background, you will have the technical knowledge to lead and collaborate with multidisciplinary teams, and the ability to apply these skills within a museum and gallery context.

## Key Responsibilities

- Support the Executive Director (Audiences & Media) in the management, upkeep and direction of the Creative Studios department.
- Coordinate the day-to-day operations of the department, including resource planning, developing project briefs, shaping creative concepts with stakeholders, ensuring the effective use of exhibition development tools (such as interpretation strategies), and contributing to project programming and schedules.
- Apply project controls to improve efficiency, maintaining high-quality outcomes and effective risk management.
- Contribute specialist expertise to touring experiences, including programme planning and resource alignment.
- Lead, coach and develop teams to produce high-quality, compelling outputs across a diverse programme of work, both internally and externally.
- Work alongside the Head of Digital, Marketing & Communications to maintain brand integrity.
- Work with other departmental leads to shape a strategic and cost-effective approach to internal processes and external supplier relationships.
- Facilitate creative workshops, training sessions, meetings and planning activities.
- Oversee the use and continuous improvement of asset management and archiving systems.

## You'll Be Expected To

- Adhere to the standards expected of all public services as defined by the HM Treasury publication "Managing Public Money". Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity and fairness.
- Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work, including Security, Health & Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics.
- Perform additional duties from time to time, as required.

## People Management

- Manage the Creative Studios department, consisting of 13 colleagues.
- Directly line manage 7 colleagues across 3D design, graphic design and production roles.

## Impact & Influence

- Influence policy and practice at senior management level, setting standards and targets for the production and delivery of exhibitions and experiences.
- Provide high-level advice on exhibition project management.

- Ensure projects align with organisational project management processes and programming frameworks.

## Decision Making

- Work with colleagues to determine delivery models for portfolio projects, ensuring clear objectives, effective programme planning, and appropriate management of resources and risk.
- Approve projects at key milestones in consultation with project leads, as required.
- Make informed decisions in response to challenges during development and delivery.
- Apply learning from each project to inform future programmes.
- Take responsibility for decision-making on behalf of the department.

## Communication & Networking

- Collaborate with colleagues across a wide range of departments and levels.
- Prepare and deliver presentations, briefs and reports for internal and external stakeholders.
- Maintain strategic relationships with external partners and professional networks.
- Ensure clear and effective internal communication and engagement.

## Resource Management

- Manage a portfolio of projects across multiple venues and experience types, effectively allocating and tracking studio resources.
- Forecast and monitor budgets, analysing performance and ensuring projects are completed on time and within budget.
- Identify and manage risk, applying appropriate mitigation and control measures.
- Lead relationships with consultants and agencies.

## Qualifications

- No formal qualifications required.

## Experience & Knowledge

- Experience in a management role within a high-volume, project-based delivery environment.
- Experience managing design workflows and overseeing complex projects from concept through to completion.
- Experience developing design briefs and producing high-quality concepts for exhibitions, displays, installations, marketing and corporate communications.
- Experience working with and coordinating multidisciplinary teams, including internal colleagues and external suppliers.
- Ability to manage fabrication and construction for exhibitions, displays and gallery transformations.
- Experience managing complex budgets, including forecasting and reconciliation.

- Experience building effective cross-departmental and cross-organisational relationships.
- Strong understanding of design standards and principles across exhibition design, print and digital.
- Strong knowledge of technical and creative design processes, tools, software and specialisms.
- Knowledge of production methods, materials and build processes for temporary and permanent exhibitions and gallery experiences.
- Excellent knowledge of project management approaches and workflow practices.

## Skills

- Strong organisational, planning and problem-solving skills, with the ability to work collaboratively in a fast-paced environment.
- Self-motivated with the confidence to seek out information and make informed decisions.
- Ability to think creatively, generate ideas and stimulate discussion with colleagues and external partners.
- Strong persuasive and influencing skills.
- Strong financial management capability.
- Excellent written and verbal communication skills, including a high standard of written English.
- Strong presentation skills for both internal and external audiences.
- Ability to work under pressure and balance multiple priorities, while supporting others to do the same.
- Ability to quickly build knowledge across a wide range of subject areas and apply this effectively.
- Highly computer literate, with proficiency in Microsoft Office 365 applications (i.e. Microsoft Word, SharePoint, Outlook, Excel, Teams, Dynamics and PowerPoint).

## Behaviours & Competencies

- Performance and goal-focused, with a clear sense of purpose.
- Creative, innovative, curious and open to new ideas and approaches.
- Resilient, calm and professional under pressure.
- Empowers, inspires and develops others, fostering a collaborative team environment.
- Confident in shaping and influencing practice.
- Enthusiastic, proactive and self-motivated.
- Takes a pragmatic approach to hybrid working as a creative team leader and project contributor.
- Demonstrates an ongoing commitment to learning and professional development.

## Additional Information

- Hybrid working – including both the use of in-venue hot desking and meeting facilities in Liverpool City Centre and working from home.

We work in line with the Disability Confident scheme and are committed to actively promoting and implementing equality of opportunity in all that we do. We value

diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible, and we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is intended as a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that may be required in the future.

## Employee Benefits

- Civil Service Pension Scheme
- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including a Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme and Smart Pay Scheme
- Access to The Charity for Civil Servants
- Access to the Civil Service Sports Council (CSSC)
- Comprehensive training and development
- Recognition of two Trade Unions

## Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Taskforce

## How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement completed within the application form that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at [Recruitment@liverpoolmuseums.org.uk](mailto:Recruitment@liverpoolmuseums.org.uk).

Candidates who have concerns about the recruitment or selection process, including potential breaches of our policy or issues relating to fairness, accessibility, safeguarding or conduct, should raise these with the People Team in the first instance via the email address above. Concerns will be handled sensitively, reviewed promptly, and responded to in line with National Museums Liverpool's commitment to fair and transparent resourcing practices. Where appropriate, matters may be escalated in accordance with our wider governance and safeguarding procedures.

# Get to Know Us

Our people are at the heart of National Museums Liverpool, and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone, where we can be our true selves in a supportive environment and do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve. Through our people, we are building a culture that embeds trust, respect and inclusion, helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for over 4 million objects of international importance, exciting exhibitions, exquisite events and imagination-inspiring learning, we are certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – covering everything from archaeology and ethnology to natural and physical sciences, fine and decorative arts, maritime, social and industrial history.

Whether you work in our shops and cafés, at our events, in our visitor experience, engagement, producing and communicating teams, or curating and caring for our collections, you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience and knowledge to be successful in this role. Don't forget to explore [liverpoolmuseums.org.uk](https://liverpoolmuseums.org.uk), where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

**Laura Pye**  
Director

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# Mission

To create memorable experiences, for everyone, challenging expectations.

# Vision

National Museums Liverpool is a group of very different and wide-ranging museums and galleries. Established more than 150 years ago as a complement and counterbalance to the museums in London, it was brought together in 1986 as a nationally funded group, as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

As an organisation we are **Welcoming, Honest and Educational**, and as a team we are **Trustworthy, Respectful and Inclusive**.

By 2030, we want to be the best museum “league” in the world. A league recognised as the best of the best—like the Champions League, the NFL, or the Premiership—we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online, we will have world-class displays and engagement programmes that make everyone feel welcome. “Off the pitch”, our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each “team” in our league is unique, with its own fan base and individual stars. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

## In delivering this vision by 2030...

- we will have the most representative audience and colleague profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions and outreach.

- we will be a place where people want to work, are happy to work and proud to work together.
- we will generate over £50,000 a day, more than half our turnover, through commercial business, grants and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the north of England, and as one of the world’s finest museum groups.

# Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

## Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)