

# Recruiting now...

## Digital Product Manager



The Migration Museum [www.migrationmuseum.org](http://www.migrationmuseum.org) produces inspiring exhibitions, events, education, community and public engagement programmes to shine a light on the many ways that migration to and from the UK across the ages has shaped who we are. We are now seeking a Digital Product Manager to play a pivotal role in transforming our digital presence so it can support our ambitious plans for a new permanent home and UK-wide engagement via temporary venues, digital content and campaigns.

### Job description and person specification

Job title	Digital Product Manager
Contract type	Full time (part time arrangements considered). One year contract renewable subject to performance.
Salary and pension	£36,750–42,000 p.a. depending on level of experience, plus matched 5% pension contribution

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Location	This role will require some time working from the Migration Museum in Lewisham, south London, but we are open to hybrid/remote working.
Deadline for applications	Monday 19 August 2024
Interviews expected	Late August/early September 2024

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## Background

We are creating Britain's missing museum - an inspiring and moving high profile permanent cultural institution to put the long, rich and complex story of the movement of people both to and from Britain at centre stage, where it belongs. Britain's migration story is one that connects us all - if we dig into our family histories - and the museum provides context and backdrop for calm reflection about migration when the public conversation can be heated and polarising.

Currently based in the heart of a busy shopping centre in Lewisham, south-east London, the Migration Museum is reaching new audiences in new ways: through a lively cultural programme of co-produced exhibitions and events, vibrant community engagement, innovative digital campaigns, an education programme that is much in demand from both teachers and learners, and a national knowledge and skills-sharing Migration Network that connects museums and heritage organisations across the UK.

After a 10-year journey, we have been given the green light for a state-of-the-art permanent home in the City of London, which we aim to open in 2027/8. The new museum will encompass interactive temporary and permanent exhibition galleries, flexible event and education space, outdoor areas for programming and activation and a cafe/restaurant and shop that will be a core part of the museum's offer, showcasing the significant impact of migration on food and business.

Importantly, our new permanent home will lie at the heart of a Migration Museum 'ecosystem' achieving national reach and relevance through pop-ups in shopping centres and retail environments across the UK and a new and wide-ranging digital presence.

We are now looking for a Digital Product Manager to help us create a new digital footprint that matches and can facilitate our ambitious plans, with a new visitor and storytelling website at its heart.

## Role overview

Join the Migration Museum as our Digital Product Manager and play a pivotal role in transforming our digital presence so it can support our ambitious, exciting plans for our new permanent home and wider public engagement via our ecosystem. In this role, you will collaborate closely with our Director of Communications and Engagement, our Digital Steering Committee and external developer(s) to manage the design, development, and launch of an innovative digital platform over the next 12-24 months. This platform will include:

- A new, engaging visitor website
- Innovative online learning resources
- Fundraising and movement-building tools
- A digital platform and content management system for our new collection, created in partnership with other museums and heritage organisations.

## Key responsibilities

### *Phase 1: Project Scoping and Definition*

- Collaborate with internal stakeholders, including our Digital Steering Committee, to outline the scope and define the infrastructure for the new digital platform.
- Identify and prioritise the needs and preferences of our audiences for the new digital offerings, including engagement with target audiences to gain greater insights.
- Develop a detailed timeline and define key performance indicators (KPIs) in partnership with our Communications team and Digital Steering Committee.
- Consult with external stakeholders, including museums and heritage sector partners, to integrate their needs and existing collections into our digital offerings.
- Finalise a comprehensive project brief or product briefs in partnership with chosen external developer(s).

### *Phase 2: Project Management*

- Onboard and integrate the chosen developer(s), establishing a clear timeline and key project milestones.
- Act as the primary liaison between internal stakeholders and external developer(s).
- Manage the project to ensure timely and successful delivery of each phase.
- Oversee the testing of digital components to ensure they meet all requirements identified in Phase 1.
- Implement evaluation and monitoring systems to track progress towards KPIs.
- Train internal stakeholders responsible for managing the new digital platform.

- Ensure continuous consultation and feedback from external stakeholders during development and testing phases.

### *Phase 3: Launch*

- Oversee the phased rollout of the new digital platform, ensuring it aligns with the agreed timeline.

## What we offer

- The opportunity to lead a transformative digital project in the museum and heritage sector.
- Collaboration with a dynamic team dedicated to enhancing the Migration Museum's digital footprint.
- A role that bridges innovative technology with cultural heritage, making a significant impact on how our stories are shared and experienced.
- A dynamic, diverse and supportive team.
- Flexible working arrangements

## Ideal candidate

- A visionary digital product manager with a proven track record of successfully managing digital projects from inception to launch.
- Strong project management skills, with the ability to coordinate multiple stakeholders and meet tight deadlines.
- Excellent communication and interpersonal skills to effectively liaise with internal teams, external developers, and partners.
- Experience in the museum, heritage, or cultural sectors is a plus but not essential.
- A passion for digital innovation and a commitment to enhancing user experiences.

Join us in this exciting journey to redefine how we engage with our audience and share the rich stories of migration.

## How to apply

To apply for this position, please e-mail a copy of your CV and a covering letter of no more than 500 words to Catherine Humphries [catherine@migrationmuseum.org](mailto:catherine@migrationmuseum.org) with the subject heading 'Digital Product Manager'.

Please also complete our [Equal Opportunities Monitoring Form](#), stating the position you are applying for as 'Digital Product Manager'. These monitoring forms will be stored and assessed separately and will not be linked to your application.

**The deadline for applications is 11.59pm on Monday 19 August 2024.**

You will be notified whether you have been shortlisted for interview via email. Interviews will be held in late August or early September.

If you have any questions about the role, please contact [info@migrationmuseum.org](mailto:info@migrationmuseum.org).

