

Job Description

Job title	Fragile Threads Project and Account Manager
Date	March 2025
Reporting to	Director of Staff and Customer Engagement
Salary	£35-38k FTE
Hours	28 hours per week (4 days per week) for a fixed term of 18 months

You will project manage the delivery of the Fragile Threads, the Royal School of Needlework's new, purpose-driven programme, which supports our mission to preserve the heritage and lead the development of hand embroidery, enriching lives by inspiring, teaching and innovating to provide the widest access to our knowledge and skills.

The development phase is funded by the National Lottery Heritage Fund (NLHF) and you will be helping to support new programmes with external partners to develop embroidery imagery as a creative opportunity to tell important stories about the impacts and possible solutions facing our natural world.

Key Responsibilities:

- Project and account management of the Fragile Threads project. This includes project planning, risk and issue management and budget management, ensuring compliance with any requirements of third-party funders, specifically the NLHF. Stakeholder management of pilot projects, engagement of the staff and tutors as required.
- Supporting the wider RSN team in developing opportunities with creative partners and activities for Fragile Threads
- Organisation of logistics as required by the individual projects and overall programme. This includes health and safety, risk assessments and security clearances as required.
- Contributing to identifying and fundraising and income generating opportunities in support of Fragile Threads
- Chair Fragile Threads internal working group and attend Project Board meetings
- Prepare reports and papers for the Fragile Threads Programme Board and internal stakeholders as required

- Capture and share learning and insights from your interactions, using these to influence others and inform impact measurements
- Work with Head of Fragile Threads Programme – Place to deliver programme KPIs that meet funders expectations and requirements. Ensure partner communications and reporting is timely, accurate, succinct, and delivered to a high standard.

Experience

- Proven project management experience, ideally within arts and heritage or the charity sector, with a strong track record of delivering complex projects on time and within budget.
- Interest and understanding of a wide range of cultural influences, with particular reference to applied arts
- Excellent stakeholder management skills, including the ability to engage with a range of internal and external partners, ensuring alignment and effective collaboration.
- Excellent written and interpersonal skills
- Strong organisational and analytical abilities, with the capacity to manage multiple workstreams, monitor progress, and ensure rigorous reporting and governance.
- A deep understanding of societal inequalities, and the ability to incorporate the voices of underrepresented or marginalized communities into project planning and delivery.
- Interest and commitment to developing an understanding about environmental sustainability

Location and Travel:

- This role is based at Hampton Court Palace, East Molesey for a minimum of three days per week
- Occasional travel and out of hours working may be required, so willingness to attend different locations and out of hours events is required

Please send your CV and a covering letter stating why you would like to work for the RSN and what makes you suitable for the role to HR@royal-needlework.org.uk by midday on Friday 21st March. This role requires you to be on site at Hampton Court Palace, East Molesey.