



RESEARCH CENTRE  
MANAGER

THE  
NATIONAL  
GALLERY

# THE ROLE PROFILE

## Job context

In Spring 2028, the National Gallery will launch a new, public-facing Research Centre to facilitate and showcase our world-leading research in the history, display, conservation, and science of painting. This will be a complex space sitting at the intersection of multiple valued research stakeholders both within and beyond the Gallery, including the Gallery's own wide array of research-active staff, our Artists-in-Residence, specialist users of our extensive Library & Archive collections, and a research-engaged general public attending events and consulting materials. You can find a summary of the Research Centre Project [here](#).

We are now recruiting for a new role – a Research Centre Manager – to support in the planning and daily delivery of an exceptional experience at the Research Centre, and to think creatively alongside Gallery colleagues about the Centre's different spaces. The role-holder will provide vital clarity and consistency in the running of this multifaceted Centre to ensure a smoothly functioning whole, including coordinating all aspects of the Research Centre operations, ensuring compliance with regulations, managing staff, and maintaining the Research Centre facilities and administration. Collaborating closely with colleagues across departments, they will ensure that the experience of a diverse range of guests is uniformly excellent, inspirational, and safe, helping shape the Centre at all stages from planning to launch and daily delivery.

## Job purpose

The Research Centre Manager will oversee and coordinate all aspects of the Research Centre operations. They will handle the Centre's key relationships, budget management, and marketing to ensure programming is successful and guests have an exceptional experience. They will also contribute alongside colleagues to the Centre's creative programming.

This multifaceted role requires strong organisational, leadership, communication, problem-solving, and organisational skills to manage both day-to-day operations and strategic planning for the Centre.

## Scope of job

### Centre Planning:

- Act as a key contact in ongoing planning for the Centre as well as supplying information concerning research resources and stakeholders.
- Contribute to project planning meetings and represent the needs of future Research Centre users, both internal and external.
- Work with the Head of Research and Senior Research Lead to develop the Research Centre operation.
- Support the successful launch of the new Centre in Spring 2028, including front-of-house planning and all accompanying research programming, events, networks, partnerships, communications, and finances.

### Centre Programming:

- Work closely with Senior Research Lead and Head of Research to plan, deliver and review the Research Centre's annual programme, including coordinating with colleagues, promoters, production, and oversee event logistics and correspondence.
- Develop a strong knowledge of our research collections and activities, in order to work creatively alongside colleagues and contribute to the Centre's programme planning.

### Centre Coordination:

- Coordinate the delivery of research events and act as the main point of contact for event enquiries from the public, keeping Senior Research Lead apprised.
- Coordinate the organisation of the Gallery's quarterly Research Advisory Committee meetings.
- Ensure the practical, administrative, and office needs of long-term visiting researchers based in the Research Centre are met, including Visiting Research Fellows and Artists-in-Residence.
- Ensure internal diaries are kept updated with forthcoming Research Centre activity and inform staff of upcoming activities through SharePoint.
- Work with external partners to host collaborative events outside the NG and, in such cases, act on behalf of the Centre in approving all externally produced event materials and delivery.
- Oversee the collation of research event-related content for uploading/publishing by the Research Events Coordinator to the NG website.

#### Client Relations:

- Develop relationships with researchers, artists, students, suppliers, and clients, negotiating contracts and ensuring all parties' needs are met.
- Act as central point of contact for visiting users of the Library & Archive, including queries with bookings and liaison with Library & Archive staff.
- Act as central point of contact for external and internal researchers who wish to collaborate with the Research Centre and/or engage with its resources.
- Act as a central liaison for communication and collaboration between the Research Centre and all other relevant stakeholders and contractors.

#### Staff Management:

- Recruit, train, schedule, and evaluate staff, fostering a positive work environment ensuring the efficient and effective running of the Centre.

#### Operational Oversight:

- Ensure the Centre is running smoothly and efficiently, managing day-to-day operations, and maintaining all facilities and equipment.

#### Financial Management:

- Manage budgets, invoicing, and other administrative tasks related to the Centre's finances.

#### Compliance and Safety:

- Ensure the Centre complies with all local licensing, code, and safety regulations, enforcing security protocols.

#### Marketing and Promotion:

- Promote the Centre and its events through various marketing channels, including social media.

Customer Service:

- Address customer issues and queries, striving to create memorable experiences for all guests.

## **Key deliverables**

Support the Senior Research Lead and Head of Research in the successful planning, launch, and running of the Research Centre through the following:

- Engaging with project planning, meetings, and coordination.
- Efficient and effective management of Research Centre events and resources.
- Efficient and effective communications to the NG's research community.
- Delivery (with Senior Research Lead) of annual budget for the Research Centre.
- Grow the Research Centre's audiences and mailing list.
- Increase visibility of the Research Centre and the Gallery's research.
- Support the expansion and effective management of NG Research Partnerships.
- Successful liaison between the Research Centre and other Gallery departments.

## **Key relationships**

- The jobholder will report to the Head of Research.
- They will maintain regular contact with colleagues in the Research Centre, particularly the Senior Research Lead, Chief Librarian & Archivist, and the Head of Research.
- The jobholder will maintain regular contact with other event-focused teams in the NG, including Curatorial, Scientific, Conservation, Learning and National Programmes, Events, Digital, security and catering staff. They will also take a lead, alongside the Senior Research Lead, in maintaining relationships with the NG's research community, both within and outside the organisation.

## **Key required skills**

- Organizational Skills: Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.
- Communication: Excellent verbal and written communication skills.
- Problem-Solving: Proven ability to anticipate and resolve issues under pressure.

- Leadership and Team Management: Strong ability to lead and motivate a team.
- Business Acumen: Knowledge of budget management, finance, and marketing.
- Interpersonal Skills: Strong ability to build relationships with clients, staff, and vendors.
- Good working knowledge of IT/Audio Visual skills, e.g. Eventbrite, Mailchimp, Livestream, PowerPoint, Excel, etc.
- Good working knowledge of at least some of the following (the others to be developed on the job): general health & safety best practice and procedures, regulations relating to contact databases, risk assessments, accessibility relating to events, First aid, Fire warden.

### **Key required attributes**

- Ability to work to competing deadlines in a fast-paced environment.
- Ability to produce meticulous project timelines and budgets, and to ensure their smooth delivery.
- Ability to develop new administrative workflows, frameworks, and practical processes.
- A practical and collaborative approach to problem solving, working well as part of a small team.
- Excellent communication and interpersonal skills; an ability to communicate clearly and persuasively, whether in writing or verbally.
- Willing to be actively involved in all levels of Centre management and delivery.

### **Supervisory/Managerial responsibility**

Responsible for line managing the Research Events Coordinator, including managing their day-to-day workload and longer-term objectives.

### **Essential minimum qualification on entry**

Relevant experience in event or venue management is typically required and /or significant experience in managing a complex, multipart research environment.

## **Additional Essential Criteria and Considerations**

- They will be required to manage events outside normal working hours.
- The job holder may occasionally be required to undertake travel in UK/abroad, e.g. for partner events/meetings with external research colleagues.
- To cooperate and contribute to measures introduced by NG to ensure equality of opportunity and encourage diversity; value and respect colleagues and members of the public, regardless of their background, and promote a positive environment which supports equality and diversity.

# SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

## Research Centre Manager

### Contract

Permanent, working full time hours of 35 per week.  
This post is on the Gallery's Band D. The salary is £39,626 per annum.



Happy To Talk  
Flexible Working

# HOW TO APPLY

It is important to complete all sections of our application form in order to ensure that we have all the information necessary to consider you for the job you are applying for. There are a number of sections to complete before submitting your application. However, you can save your application form at any stage and return at any time prior to the closing date to complete.

If you have any questions on the information you should provide, or have any difficulties completing the form, please contact the Human Resources Department at [recruitment@nationalgallery.org.uk](mailto:recruitment@nationalgallery.org.uk).

## Employment & Academic History

Due to the value of our collection the Gallery undertakes extensive pre-employment screening, including a criminal record check. As part of our security screening process we need to account for all of your time over the past 3/5\* years and will verify the information provided. However we are interested in all of your relevant work experience so please provide us with your career history.

## Supporting Information

In this section you should provide any information that supports your application. The essential role criterion shows you the criteria which are necessary to carry out the responsibilities of the job and will be used to shortlist candidates for interview. By using the role profile, you should outline how your skills, knowledge and experience match the requirements of the post.

## Shortlisting

The National Gallery operates name free recruitment, which means an applicant's name and personal details are not visible to recruiting managers in the shortlisting process. By removing the applicant's name and other personal information, such as their ethnicity or the university they attended, we aim to ensure that people will be judged on merit and not on their background, race or gender

\* Dependant on role

## **Selection**

For some roles at the Gallery we will ask you to complete a variety of selection activities to allow you to demonstrate your abilities and suitability for the post. These may include ability tests, personality questionnaires, work simulation exercises, interviews, etc. Details of the specific activities will be advised to you as part of the process.

## **Equal Opportunities Monitoring**

The Gallery is committed to equal opportunities for all job applicants and employees. Our policy is that no job applicant or employee should receive less favourable treatment than another on grounds of gender (including gender reassignment), sexual orientation, marital or family status, civil partnership status, race, colour, nationality, ethnic or national origins, religion or similar belief, disability, age or trade union membership or any other condition or requirement which cannot be shown to be justifiable.

Information you provide such as ethnic origin, gender and disability will be used solely for monitoring purposes and identifiable information will not be disclosed.