



## **Head of Special Projects**

### **Recruitment Pack – January 2026**

Dear Candidate,

Thank you for your interest in joining Crystal Palace Park Trust.

The new **Head of Special Projects** role offers the opportunity to join a young and growing registered charity at an exciting point in its evolution. You can help lead on establishing Crystal Palace Park as an exemplar in urban park management, community-led regeneration, and cultural, sporting, heritage and education programming whilst restoring its position as one of the world's leading visitor attractions.

We are looking for an experienced parks, gardens, heritage or cultural attraction professional to provide project management expertise on the prioritisation, planning, development, and delivery of a range of capital projects as part of the regeneration of the park. Working closely with the Senior Leadership Team, trustees and the London Borough of Bromley's Regeneration Team, the successful candidate will support the development of Project 54, an overarching masterplan which envisions the park's 200-acres as an integrated world-class visitor destination in 2054, the bicentenary of the park. You will work on the refurbishment of historic venues such as the Concert Platform, Subway and Museum alongside new capital developments aimed at enhancing the visitor experience.

The appointment comes at a pivotal moment: in September 2023, after 25 years of community campaigning, Crystal Palace Park Trust took over the custodianship of this unique landscape via a 125-year lease from the London Borough of Bromley. We are now working closely with them and a wide variety of other park and community stakeholders to deliver our mission: 'to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community'.

#### **Crystal Palace Park is not your typical park**

At over 200 acres Crystal Palace Park is far larger than most urban parks. Beloved as a 'back garden' to many people in the surrounding neighbourhoods, it is also of national and international significance due to its design as the grounds to the Victorian architectural masterpiece, The Crystal Palace, following its move from Hyde Park in 1854. As a result - as well as being home to a wide variety of plants, trees

and animals - the park is rich in unique heritage including the 170-year-old world-famous dinosaurs, sphinxes, and Italian Terraces as well as a younger, but no less unique, architect-designed outdoor concert venue. Today, circa one million people visit the park every year; to relax and meet friends and family, take part in sports and physical exercise, enjoy world class acts during summer festivals or simply have a moment of peace and enjoyment of nature.

The park is currently benefiting from an ambitious park-wide regeneration programme, the next phases of which will see c. £20m invested into its landscape, infrastructure and heritage assets. The world-famous dinosaurs and Italian Terraces are being restored, there will be a new Visitor Centre and playground, and south London's very own hidden gem - the Victorian Subway – has recently been reopened as an events and arts space. At the heart of the park is the Greater London Authority-run, National Sports Centre and Stadium - also subject to their own multi-million-pound regeneration programme in the coming years and to which the Trust is a strategic stakeholder.

The capital works have begun on site and are be accompanied by a vibrant heritage engagement programme, complementing the growing reputation of the park as a venue for sports, culture, music, theatre and dance. It is expected that the growing profile of the park will support the Trust's aim to expand and diversify the park's visitor base and increase annual visitor numbers by 35%.

### **People at the heart of a special place**

The Trust's excellent and growing in-house team is organised into four departments: Finance and Corporate Services; Development and Communications; Events and Programmes; and Park Management and Special Projects. A large number of additional talented individuals are engaged onsite through suppliers, partners and volunteer groups.

We embrace a work culture that is supportive, celebrates success, and embraces continuing development as a critical component of actively supporting staff. We are seeking applicants who share our passion, energy and excitement, who identify with the Trust's mission, and who believe that they will thrive in a busy and ambitious environment.

Yours faithfully,



Victoria Pinnington  
Chief Executive Officer



Will Walpole  
Director of Park Management

## Job details

<b>Role: Head of Special Projects</b>	
Line Managed By:	Director of Park Management (with dotted line to the CEO and Capital Projects sub-committee).
Location:	Crystal Palace Park, GLL College, Ledrlington Road, London, SE19 2BB. Hybrid considered.
Salary:	c. £50k per annum FTE depending on experience
Hours:	24, 32 or 40 hours per week (0.6, 0.8 or 1 FTE inc. 1 hour paid lunch daily). Fixed term 2 years with potential to extend.
Benefits:	<ul style="list-style-type: none"><li>• 25 days annual leave plus bank holidays, increases by a day, pro rata, each year completed, up to 30 days pro rata.</li><li>• Hybrid and Flexible working</li><li>• Employer Pension Contribution</li><li>• Employee Assistance Programme (EAP)</li><li>• Enhanced maternity and paternity pay</li><li>• Cycle to work scheme</li><li>• Membership of networks including NCVO; Parks for London; Association of Cultural Enterprises; and ICOM (2026).</li></ul>

## Job description

### About the role

During 2026 and in partnership with the London Borough of Bromley (LBB) and Greater London Authority (GLA), the Trust will be leading on the development of the park's overarching masterplan for the park, Project 54, which envisions the park's 200-acres as an integrated world-class visitor destination in 2054, the bicentenary of the park.

You will be a key stakeholder in this development and working with the LBB Regeneration team where appropriate will manage the effective prioritisation, planning and delivery of a series of capital projects across the park ensuring that all capital investment is protected, delivered to a high standard and achieves value for money, as well as ensuring ongoing compliance and maintenance is clearly communicated to park management.

New projects will likely include the refurbishment of historic venues such as the Concert Platform future phases of the Subway restoration and Museum alongside new capital developments aimed at enhancing the visitor experience.

### **Responsibilities:**

Within this role you will play an integral part in the performance of Crystal Palace Park Trust in several core areas:

#### **Project management**

- Support the development of the Project 54 masterplan including the commissioning and management of external design support
- Work with the Senior Leadership Team, Capital Projects Sub-Committee and LBB's regeneration team to manage the prioritisation, planning, development, and delivery of a range of capital projects as part of the regeneration of the park.
- Ensure alignment with Project 54 and the Trust's strategic goals, also meeting any objectives outlined in funding proposals.
- Work with the senior leadership to ensure capital investment in the park is protected by ensuring processes are in place for their ongoing conservation and maintenance
- Establish and maintain a project documentation and record keeping structure
- Ensure that all project deliverables meet the highest standards of quality, whether they relate to design, interpretation, technology, or visitor experience
- Project manage other strategic organisational projects as required.

#### **Project planning and delivery**

- Manage the feasibility, scoping and planning activity for proposed capital projects including supporting fundraising applications, the RIBA plans of work and planning application processes, in partnership with LBB colleagues.
- Oversee procurement and management of the necessary consultant and contractor appointments in partnership with LBB colleagues where appropriate, to the requirements of CPPT and LBB policies and any funder requirements, and ensuring that the project stays within budget and scope.
- Ensure maintenance and conservation procedures are provided and assist the management team with the procurement and engagement of specialists

and contractors required to deliver works and compliance checks and surveys as required

- Develop and maintain detailed project plans, including timelines, milestones, and key deliverables. Ensure that the projects remain on track, create and maintain project risk registers, addressing any potential risks or delays promptly.
- Coordinate operational requirements, liaising between staff members, site tenants, suppliers and contractors to minimise negative impacts of project delivery.
- Oversee project budgets in partnership with LBB colleagues as appropriate, ensuring that financial resources are allocated efficiently and effectively.

### **Reporting, liaison and documentation**

- Be the key liaison with the Bromley Council regeneration team on capital project planning and delivery, plus other stakeholders as relevant.
- Prepare and present regular project updates and reports to senior leadership and funders, tracking progress against objectives, budget, and timelines.
- Coordinating all information required for grant funder applications and reporting, working in collaboration with the fundraising team
- Maintain comprehensive documentation of all project-related materials for future reference. Producing a clear and accurate project documentation packs at completion
- Provide company secretary duties to the Capital Projects sub-committee and other relevant groups as required.

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### **Person specification**

Essential unless specified

### **Experience and Knowledge**

- Significant experience in project management, ideally within the parks, museum, heritage, cultural or visitor attraction sector(s).
- Experience in managing complex, multi-disciplinary projects and working with large teams and external stakeholders.
- Strong understanding of heritage sites, buildings and landscape, particularly in relation to design, construction and conservation, visitor experience, and accessibility.

- Strong understanding of planning application processes, CDM regulations and health & safety compliance in construction.
- Relevant professional qualification (PMP, CIOB, RICS, PRINCE2 or in the field of architecture, built or natural landscape) is desirable.

## **Skills and Abilities**

- Exceptional project management skills, including planning, scheduling, budgeting, and resource management.
- Excellent organisational and problem-solving abilities, with a proven track record of delivering projects on time and within budget.
- Strong leadership skills, with the ability to motivate and guide cross-functional teams, and a collaborative approach to working with colleagues and external partners.
- Excellent written and verbal communication skills, with the ability to present complex information clearly to a range of stakeholders, including senior leadership, trustees, funders, and the public.
- Ability to negotiate and build effective relationships with a wide range of stakeholders at all levels and find appropriate solutions to conflicting priorities.
- Ability to manage multiple priorities and navigate challenges in a fast-paced environment.

## **Values and Behaviours**

- A commitment to Crystal Palace Park Trust mission and values
- A strong moral compass - doing what's right and raising concerns if required
- A strong commitment to championing anti-racism, intersectionality and other forms of diversity, equity and inclusion
- Passion for working with diverse groups of people and engaging people in new opportunities
- Energetic self-starter able to work individually and as part of a team as needed
- A willingness to further develop skills as necessary to thrive in the role.

These responsibilities are broad and cover a range of aspects of our work at Crystal Palace Park Trust. It is a requirement of the Trust that all staff work in a flexible manner compatible with their jobs and in line with the objectives the Trust must fulfil. A limited amount of evening and weekend work will be required by arrangement. Time off in lieu will be granted as agreed by your line manager.

The following is an estimate of the balance of the role. It may change at different points during the year and over time but is intended to give a feel for the split of work.

Project management	40%
Project planning and delivery	30%
Reporting and documentation	30%

### **How to apply**

Submit the following documents as separate .pdf files:

- CV
- Covering letter not to exceed two single-sided pages. The covering letter should consist of a statement of personal interest and clearly describe how the applicant satisfies the job description (main responsibilities and person specification).
- Equal opportunities form

Submit the three documents above to [jobs@crystalpalaceparktrust.org](mailto:jobs@crystalpalaceparktrust.org), quoting

**'Role: Head of Special Projects'** in the subject line.

### Recruitment timeline

Closing date	Mon 23 Feb @ 10am
First round interviews (panel format). Second round interviews TBC	w/c 2 March 2026

Any offer of employment will be subject to references and a Basic DBS check.