

THE PHOTOGRAPHERS' GALJERY

Posted: 18 February 2026

Post: Digital Project Manager (freelance)
Contract: Freelance – ideally 1-3 days per week for 9 months, with flex depending on project timeline and milestones
Location: Hybrid: mix of office-based (London) with flexible / remote working, depending on project needs and timeline
Salary: Day rate of £350

The Photographers' Gallery

The Photographers' Gallery explores how photography is connecting, captivating and radically changing our world today. The Gallery's programme and spaces – from exhibitions, talks, workshops and digital platforms to the café, shop and galleries – all explore the beauty, complexity and future of photography. On the borders of busy Oxford Street and vibrant Soho, the Gallery is home to photography experts, novices and the photo-curious; artists and students; tourists and passers-by. The Gallery welcomes over 250,000 visitors annually and is an Arts Council England National Portfolio Organisation (NPO).

Our values

- **Expose a fuller picture** – by revealing narratives that go beyond the frame.
- **Develop future creators** – by nurturing artists and new audiences, we actively seek under-represented voices in who we work with and welcome in our spaces.
- **Be one social space** – a place for sharing and collaboration, joining up everything we do both virtually and in Soho.

About the Digital Accelerator project

The Photographers' Gallery is undergoing a digital transformation. Over the past two years, the focus has been on improving our internal systems and processes – moving to Microsoft 365, launching a digital asset management system for our archive and improving our financial systems.

Now our external-facing digital platforms are the priority. We secured funding from Bloomberg Philanthropies' [Digital Accelerator fund](#) in 2025. The focus of this funding is to develop our website and launch a new ticketing platform to create an improved experience for all our users, better engagement with our audiences and improved insight and analysis. Since summer 2025, we have been researching ticketing providers and digital agencies. We have now appointed both to work with us through 2026.

Alongside the Digital Accelerator project, we are planning to implement and launch a new CRM. This is dependent on external funding, which we hope to have confirmed in Spring 2026.

Purpose of this role

We're looking for a freelance digital project manager to help deliver this programme of digital transformation, focusing on the website redevelopment and ticketing integration projects.

Main duties and responsibilities of the role

Working closely with the in-house teams and external agencies, this role will be essential to keep the project on schedule and budget; maintain open communications and a great working relationship with all third-party suppliers and agencies, and champion the project in-house across the Gallery.

Outline of key tasks

- Be the first point of contact for third party suppliers, e.g. ticket agency, web agency
- Manage workflow in-house and closely monitor all schedules and help the website agency prioritise features and user journeys
- Report regularly on project timelines and progress, pre-empting and reporting on any changes or issues
- Manage and report on the budget, pre-empting and reporting on any changes, risk, or issues
- Oversee the implementation of the new ticketing system, including supporting the migration of historical data and records
- With the in-house team, web agency and ticketing platform, collate relevant requirements, feedback, research and data to support the website development and integration of ticketing
- Manage the timeline for content migration for the new website
- Co-ordinate and champion staff training and adoption of the new ticketing platform and website CMS
- Work closely with the Digital Accelerator leads to ensure the project management runs smoothly and priorities across the in-house teams, website agency and ticketing supplier are aligned

Person specification (to include but not limited to):

We're looking for someone with great project management skills; excellent technical knowledge and good experience of leading on complex digital projects, ideally in the cultural sector.

- Exceptional organisational and project management skills
- Excellent communications and stakeholder management skills
- Strong technical knowledge
- Good listening and negotiation skills
- Strong experience managing digital projects, leading different work streams and working in agile, user-centred ways
- Demonstrable experience of overseeing web development, design stages and technical teams working on complex integrations
- Strong ability to troubleshoot, problem-solve and prioritise workload
- Ability to multi-task, work as part of team and by yourself

Ideal experience/skills:

- Experience of managing web agencies and working on web development projects

- In-depth experience of working on complex digital projects with multiple integrations and tech stacks
- Strong experience of working with a range of CMS and CRM, and ideally ticketing platforms
- Experience of overseeing user research to ensure the best user experience for online audiences
- Good knowledge of web standards, accessibility and access compliance - W3C.20
- Knowledge of data protection and compliance, and understanding of working with suppliers and in-house teams to implement them
- Good experience of Google Analytics, Tag Manager, cookies and meta integrations
- Able to clearly articulate project goals, KPIs and requirements, and ensuring all suppliers work towards achieving them
- Experience of carrying out duties in accordance with a range of policies/procedures: Equal Opportunities, Access, Employment, Health and Safety and Inclusion.
- Some flexibility regarding availability outside typical working hours

Timeline

The project is already well underway – this topline timeline is provisional and subject to flex.

- **2025:** Digital Accelerator funding secured; research and project scoping. Briefs issued to potential ticketing platforms and web agencies
- **January 2026:** Ticketing provider procured
- **February 2026:** Website agency procured
- **March – April 2026:** Project manager in post
- **February – April 2026:** Ticket scoping starts and schedule confirmed
- **March – April 2026:** Website discovery phase
- **May – August:** Website content planning and creation / design
- **May – June 2026:** Tickets user testing
- **July 2026:** Tickets go live
- **August – October:** Website development and content population
- **October – November:** Website user testing
- **December 2026 – Jan 2027:** Website live
- **December 2026 – Jan 2027:** Website snagging

NB: this timeline does not include milestones for the CRM project for which funding is pending

Length of contract

- This is a 9-month contract for 1-3 days per week, based on a day rate of £350.
- There is flexibility to change the number of days per week depending on the timeline
- The post runs from late March / April 2026 for 9 months, depending on availability and project timeline
- Work can be undertaken at our central London office and remotely

How to apply:

Please apply with:

- Your CV (no more than one side of A4)
- Covering letter (no more than one side of A4)
- The CV and cover letter should outline your skills and experience, as well as how you will realise and fulfil the scope of work to be undertaken. Please include information in your covering letter on your understanding and experience of the cultural sector.
- A case study (no one than one side of A4) outlining a recent relevant initiative that you have delivered of similar size and scale. You should outline the project's timeline, the scope of work, your approach to implementation and management, the systems and services, and lessons learned. We are not looking for financial details to be included in this case study.
- If you would like to apply with audio, video or a form accessible to you, you are welcome to do so, simply send us the link.
- Please complete an equal opportunities form (download from the website) and include with your application.

Deadline for applications: Monday 16 March 2026, 9am.

Please send your completed application documents to vacancies@tpg.org.uk with **Digital Project Manager** in the header.

The Photographers' Gallery strives to be an equal opportunities employer and welcomes applications from all sections of the community. Charity no. 262548.

Any materials provided by you as an applicant will be treated as your Intellectual Property. The Photographers' Gallery will only save such materials as part of recruitment and selection process.



Supported using public funding by
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