

Job Description

Job Title: Place Shaping Project Manager c£45k (dependent on experience)

Department: Place

Line Manager: Head of Place Shaping

Direct Reports: n/a

Location: 80-81 St Martin's Lane, London WC2N 4AA

Hours: Full-time, 9:00am–5:30pm, Monday to Friday (some out-of-hours work required)

Job Purpose

Want to shape and enhance the public realm in the heart of the West End? The Place Shaping Project Manager drives the delivery of high-impact projects and programmes aligned with the Heart of London's Place Strategy. Focused on improving the West End's vibrancy, accessibility and sustainability, this hands-on role leads physical and environmental interventions that bring the Placeshaping Strategy, Cultural Strategy, Evening & Night-Time Vision, and Net Zero Roadmap to life.

Key Responsibilities

Project Delivery

- Deliver place-based projects that enhance the public realm, support the night-time economy, and foster cultural and environmental value.
- Oversee interventions such as lighting, signage, street accessibility, greening, and street furniture.
- Lead design and delivery of flagship schemes, pilots, and activation programmes.
- Embed inclusive design, climate resilience, and biodiversity into all projects.

Stakeholder Engagement

- Collaborate with partners including Westminster City Council, GLA, TfL, landowners, and cultural organisations.
- Act as the main liaison with design teams, contractors, and suppliers.
- Build relationships with local businesses, residents, and cultural stakeholders.
- Align projects with brand and audience goals in partnership with marketing teams.
- Support consultation, engagement, and permission processes.

Programme & Financial Management

- Create robust project plans, risk registers, and delivery timelines.
- Manage procurement, oversee consultants, and ensure compliance.
- Track budgets, working with the finance team to ensure accurate reporting.
- Provide regular updates to the Head of Place Shaping and stakeholders.

Sustainability, Inclusion & Innovation

- Embed Net Zero principles and sustainability targets across all work.
- Champion inclusive design that supports diverse users and promotes equity.
- Apply innovative technologies and approaches to improve placemaking outcomes.
- Collaborate with internal teams to pilot and scale new initiatives.

Monitoring & Evaluation

- Contribute to evaluation frameworks led by the Head of Place Shaping.
- Report outcomes using data, user feedback, and visual documentation.
- Assist in building business cases and funding bids with impact evidence.
- Maintain comprehensive project documentation and share learning.

Person Specification

Essential

- Proven experience in delivering public realm, placemaking, or urban improvement projects.
- Strong understanding of urban centre challenges including changing travel behaviours, sustainability, and public safety.
- Excellent project management and organisational skills.
- Effective communicator with strong interpersonal and partnership-building skills.
- Knowledge of planning, licensing, and procurement in the public realm.
- Creative and solution-oriented with a passion for place activation.

Desirable

- Experience with Business Improvement Districts, local authorities, or regeneration bodies.
- Knowledge of central London, particularly the West End.
- Familiarity with night-time economy, net zero urbanism, and/or arts-led regeneration.
- Experience in inclusive and community-led design and engagement processes.

Please note that the above is not intended to be an exclusive or exhaustive list of responsibilities and personal specifications but an outline of the main areas. Please also note that the Company reserves the right to update the job description at its discretion.