

# National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

**Post: Human Resources Officer**

**Post No: NAM 210**

**Reports to: Assistant Director (Resources)**

## **Job Role**

The post-holder will provide support to the Assistant Director (Resources) in a wide range of activities for the provision of dedicated Human Resources and Volunteering support to the Museum as an integral part of the organisation.

## **Job Description**

### **1. The post-holder is responsible for:**

#### **General Human Resources**

- (a) The provision of a Human Resources administrative and advisory service and first point of contact for HR related queries ensuring that all people issues are handled sensitively, sympathetically and effectively, to include guidance and support to senior managers and employees with regards to performance and absence management, ensuring annual reviews are completed in a timely manner, return to work interviews are conducted for employees who have been off sick and managing any on-going absenteeism accordingly, and in line with the Museum's policies and procedures.
- (b) Overseeing the recruitment, onboarding and offboarding processes including contracts management, setting up pay arrangements, pre-employment checks, induction, and monitoring probationary periods; offboarding and overseeing the exit process including monitoring feedback via exit questionnaires; conducting exit interviews; and processing the administration of resignations, redundancies and retirements.
- (c) Liaising with, and advising departments on Work Experience, Volunteering, Internships, Apprenticeships (and Apprenticeship Levy) and any other schemes or placements the NAM has in place, ensuring the relevant contracts and administration are in place.
- (d) Overseeing the NAM's provision of: Occupational Health and medical referrals (particularly in relation to long-term absence and managing attendance); Employee Assistance Programme (EAP); Pension Scheme arrangements and their respective administration for CSPS and NEST; and Cycle to Work Schemes.

## Compliance and Governance

- (e) Advising on the correct procedures to be followed with respect to managing any performance, disciplinary or grievance issues, ensuring compliance with best practice and legislation.
- (f) Supporting the Assistant Director (Resources) in complex HR issues and case-work, and reviewing internal policies to ensure that they comply with Museum and legal requirements.
- (g) Supporting the Assistant Director (Resources) in the administration and recruitment of members of NAM Council (the Museum's governing body).
- (h) Producing HR reports and statistics; routine MoD returns; ONS surveys; and undertaking Annual Resource Accounting requirements.

## Administration

- (i) Undertaking administration for, and organising staff training as directed by, and in support of the Museum's Training Officer.
- (j) Raising Purchase Orders, as authorised by the Assistant Director (Resources).
- (k) Advising on the process for all types of leave entitlements. The post-holder will act as the final countersignatory and/or on-line entry, for Special Leave and TOIL.
- (l) Monitoring the HR shared in-box and responding to email and telephone enquiries.

## **2. Data Management & Confidentiality**

- (a) Maintaining all physical and online HR data, spaces and filing systems in line with internal requirements and legal compliance obligations e.g. Data Protection Act 2018 including GDPR.
- (b) It is essential that the post-holder maintains high levels of confidentiality at all times.

## **3. Resource Management**

- (a) The motivation, management and training of staff, contractors, volunteers, interns and apprentices, as required, exercising a proper duty of care over them.
- (b) The post-holder will be responsible for overseeing the Museum's Volunteering Programme.

## **4. Internal Relationships**

- (a) Working closely with and providing support to the Assistant Director (Resources).
- (b) Working closely with the wider Resources Team in producing reports and information for the Museum's payroll and audits.
- (c) Developing a good working relationship with senior managers to identify and resolve potential issues.

- (d) Ensuring all managers and staff have the advice, information and support they require to enable them to meet the strategic aims and objectives of the Museum; this will include updates on policies, procedures and the intranet, and circulating items of interest through the Museum's communication channels.

## **5. External Relationships**

- (a) Liaising with and processing administration for the MoD/DBS pay office; Private Sector Chartered Accountants; and NAM's Occupational Health Services Providers.
- (b) Acting as a point of contact for the National Audit Office (NAO) and Private Sector Chartered Accountants, and responsible for the preparation and production of reports and information for the Museum's Audits.
- (c) The post-holder must be committed to developing good employee relations, which will include liaising with Trade Union officials from time-to-time.

## **6. Health & Safety and Security**

- (a) Be committed to good health and safety, security and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines, including the Museum's Health & Safety, Fire Safety and Safeguarding policies, and ensuring the safety and welfare of visitors, staff, volunteers and contractors at all times.

## **7. In addition, the post-holder is required to:-**

- (a) Act in every way so as to, preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- (b) Ensure that the Museum's Accounting and Financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- (c) To play a full part in the generation of income, and to avoid breaches of financial regularity and propriety, the misapplication of funds, or waste of resources. Effectively managing delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer. To promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team.
- (d) Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
- (e) Carry out their duties in accordance with the NAM's Equal Opportunities Policy.
- (f) Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAM property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage, UK and some foreign travel may be required.

(g) The post-holder will be based at the Museum in Chelsea.

(h) The post-holder must co-operate fully with the Management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership Team.

(i) Attend internal and external meetings as directed by the Assistant Director (Resources). The post-holder will take a proactive and lead role in the development of the Museum's Wellbeing Committee, strategy and policy.

(j) Make presentations to the NAM Council (Trustees), the Director, Senior Leadership Team and members of staff.

8. The appointment is permanent and pensionable, working 37 hours per week (net) 5/7 days. Additional evening and weekend working may be required. The salary is £41,020pa (Pay Band C2). The post-holder is required to give a minimum of three month's written notice on resigning.

9. The appointment will be subject to a security clearance.

10. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.

11. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director  
National Army Museum

January 2026

Signature:..... Date:.....