

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations & Resources Division

Post: Facilities Assistant

Post No: NAM 234

Reports to: Facilities Officer

Scope

This is a unique opportunity for an enthusiastic and proactive Facilities Assistant to join a passionate and committed team to support the day-to-day operations of the National Army Museum's facilities operations.

Job Role

The post-holder, working with the Facilities Team, will assist in providing the Museum with a range of facilities services that are delivered in an effective and efficient manner. The post-holder will have some experience in using hand tools and equipment and will be integral in supporting the delivery of events and the Museums activities. There will be a requirement to work evenings and weekends.

1. Job Description

- a. Support the day-to-day maintenance of the building's infrastructure, undertaking minor DIY tasks, emergency repairs and small work requests.
- b. Working with the Exhibition Team support the day-to-day maintenance of the manual interactives throughout the Museum, carrying out minor repairs where possible.
- c. Act as the focal point for works orders for contractors carrying out minor repairs and works to the Museum premises and systems.
- d. Ensuring that any works carried out are completed with the minimum disruption to the Museum, the staff and the public.
- e. Raising purchase orders for services and works.
- f. Assist the Public Programmes, Learning and Commercial Teams by carrying out portering tasks including the movement of furniture and other equipment to support the Museum in delivering events and other activities.
- g. Support in managing the Museum's lease vehicle and mechanical access equipment.
- h. Delegated authority (in certain areas) for deputising for the Facilities Officer.
- i. As required, support the Visitor Experience Supervisors in delivering the Museums Visitor Experience operations.

2. Health & Safety and Environmental

- a. Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- b. Working with key stakeholders, the post-holder will assist the Facilities Team with their delegated responsibility for the management of all health and safety aspects of the Museum's operations, including its outstations.
- c. When required, participating as a member of the Museum's Health & Safety Committee, Emergency Planning Committee and Environmental Committee, working with the Facilities Team to ensure that all follow-up remedial actions are taken.
- d. Working with the Facilities Team ensure that any follow up actions from fire risk assessments are carried out.
- e. Support the Facilities Team in delivering regular training of staff and volunteers to ensure that they are all fully aware of the procedures/systems/equipment provided as part of their duty, and the responses required in the event of an emergency, and under the requirements of health and safety legislation.

3. Security

- a. Support the in Facilities Officer with access control and security systems across the NAM estate, ensuring that safe systems of works and suitable controls are in place for the safety of staff, volunteers and the collections, this will include issuing of staff passes.
- b. Working with the Facilities Team ensure that any follow up actions from security risk assessments are carried out.

4. Training

- a. Where there is a legal requirement to hold a qualification for the post, the post- holder will ensure that they obtain this qualification (the Museum will fund the necessary training). It will be the responsibility of the post-holder to ensure that they maintain any such qualification; failure to maintain the qualification may result in removal from the post and dismissal from the Museum's employment.

5. Resource Management

- a. The post-holder is line managed by the Facilities Officer but will work closely with the Head of Facilities to ensure that the maintenance, improvement and efficient running of the Museum's estate are maintained to the highest standard expected of a national museum.
- b. The post-holder has no direct reports but maybe responsible for overseeing nominated contractors.

- c. Responsibility for the providing inductions and “toolbox” talks for contractors as required.

6. Internal Relationships

- a. Liaising with all departments within the Museum when exhibitions and other projects are undertaken, and ensuring, in association with the Head of Department, that works orders are placed and fulfilled in a timely manner.

7. External Relationships

- a. It will be the responsibility of the post-holder for ensuring that any legislation appertaining to health and safety and security is brought to the attention of the Museum’s management for discussion.

8. 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 as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage 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; especially 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 his/her 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. UK and some foreign travel may be required. The post-holder will be required to work off-site including at the Museum’s facilities at Stevenage. Travel to contractor offices 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.

- f. Attend Museum committees, teams and working parties, as required.
 - i. Support presentations to the NAM Council (Trustees), the Senior Leadership Team and members of staff as requested.
9. The appointment is permanent (subject to a six-month probation period), and full-time, working 37 hours per week (net), 5 days out of 7. Evening and weekend working will be required. The salary is £25,388pa (inclusive). The post-holder is required to give two months' notice in resigning.
10. The appointment will be subject to a security clearance.
11. 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.
12. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director
National Army Museum

May 2022

Signature:

Date: