

# National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

## Operations & Resources Division

**Post: Facilities Officer**

**Post No: NAM 181**

**Reports to: Head of Facilities**

### Scope

This is a unique opportunity to join a passionate and committed team delivering the operational functions of the National Army Museum following its £23.25m re-development.

### Job Role

The post-holder, working with the Head of Facilities, will assist in taking forward and delivering both hard and soft facilities management and the visitor experience functions across the National Army Museum estate. The post-holder will have background in any one of the general building trades: mechanical, electrical, carpentry, general builder, site management or general construction and will be integral in delivering the building, mechanical and electrical planned maintenance programme. The post-holder will act as the focal point for the day-to-day management of all health & safety, facilities related and security aspects of the Museum's operations.

## **1. Job Description**

- a. Manage the day-to-day maintenance of the building's infrastructure in accordance with Operation and Maintenance manuals, including the organisation of emergency repairs, small work requests on a value for money basis, and the supervision of external contractors involved in these works.
- b. Assist in managing the maintenance contracts.
- c. Manage the generic cleaning contract which includes building and office cleaning, washroom services, window cleaning, landscape maintenance and associated sub contractors.
- d. Assist in managing the manned security services contract.
- e. Managing the Museum's fleet of lease vehicles and mechanical access equipment.
- f. Monitoring the efficient use of energy and introducing cost saving measures as appropriate. Obtaining and collating data regarding energy consumption costs and efficiency.
- g. Certification of invoices for works, services and utilities (including gas, electricity and water).
- h. Raising purchase orders for services and works.
- i. Ensuring that the relevant statutory requirements for building and civil engineering legislation are complied with by all contractors.

- j. Supervision and monitoring of KPIs and SLAs against the relevant contracts.
- k. Act as the focal point for works orders for contractors carrying out minor repairs and works to the Museum premises and systems.
- l. Ensuring that any works carried out are completed with the minimum disruption to the Museum, the staff and the public.
- m. Delegated authority (in certain areas) for deputising for the Head of Facilities and the Deputy Director (Operations and Resources).
- n. As required, provide cover the Visitor Experience Supervisors.

## **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 Head of Facilities with their delegated responsibility for the management of all health and safety aspects of the Museum's operations, including its outstations.
- c. The post-holder will be expected to assist in the management of the Museum's e-learning system in respect of Health & Safety, Risk Assessment and the correct set up of workstations.
- d. Where necessary carrying out DSE assessments for computer workstations.
- e. Participating as a member of the Museum's Health & Safety Committee, ensuring that all follow-up remedial action is taken, and advising all Museum staff and volunteers on fire, security and health and safety issues.
- f. Carrying out fire risk assessments in accordance with Regulatory Reform (Fire Safety) Order 2005 for all Museum premises and ensuring that any follow up action as a result of the assessment is carried out.
- g. Carrying out regular job evaluation training of all members 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. Control access and security systems across the NAM estate in association with the Head of Facilities 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. The post-holder will be responsible for site specific training for contracted security staff and monitoring their standards against the security contract.

- c. Working with the Head of Facilities, the post-holder will ensure that the security procedures are maintained and all lapses are investigated.
- d. Be sufficiently familiar with all security and alarm equipment to carry out training for all appropriate staff, contractors and volunteers.
- e. Working with the Head of Facilities, carry out security risk assessments and ensure that any follow up action is carried out.

#### **4. Training**

- a. Working with the Assistant Director (Human Resources) in the provision of operational and Health & Safety training. The majority of training at the Museum is carried out by e-learning packages. This is supplemented by practical training as applicable. The post-holder will be responsible as required for the practical training of staff and volunteers in the following subjects:
  - Manual Handling
  - Ladder Training
  - Risk Assessment
  - COSHH
  - Fire and other emergency evacuation
  - DSE
  - Staff Inductions
- c. 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 Head of Facilities, but will work closely with the Deputy Director 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 is responsible for the management of contractors, and attendance is required at progress and monthly meetings;
- c. Responsibility for the motivation and training of members of staff, volunteers and associated 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 Management 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 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 Management Team.
  - h. Chair Museum committees, teams and working parties, as delegated by the Deputy Director and Head of Facilities, and represent the Museum on external committees, as required. Act as secretary to the Emergency Planning Committee
  - h. Support presentations to the NAM Council (Trustees), the Senior Management 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. Additional evening and weekend working may be required. The salary is £29,412pa inclusive. The post-holder is required to give three 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

June 2019

Signature: .....

Date: .....