

## **National Army Museum**

Royal Hospital Road, Chelsea, London SW3 4HT

### **Operations Division**

**Post: Head of Facilities**

**NAM Post No: NAM 092**

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

**Direct Reports: Facilities Officer**

### **Job Role**

The post-holder will be responsible for taking forward and delivering both hard and soft facilities management functions across the National Army Museum estate. Working as a key facilities team member with all other Museum departments, the post-holder will ensure the Museum's mission, vision and values are cohesively delivered whilst ensuring the Museum's estate is fit for purpose. The post-holder will have delegated authority within the organisation, for the management of all health & safety, security and sustainability aspects of the Museum's operations.

This is a varied, demanding, and interesting hands-on role, in which a highly organised and enthusiastic but methodical, technically biased facilities professional will thrive. Being pro-active, with a can-do attitude, approachable, and being able to structure and self-manage the workload is essential, to ensure the needs of the Museum buildings and the Museum teams are met. The post-holder will need to be confident in working through pre-planned tasks and impromptu facilities challenges with equal composure and efficiency.

### **1. Job Description**

- a. Working with the Assistant Director (Operations) tender for and manage the following contracts:
  - Maintenance Contractors
  - Manned Security Contract
  - Cleaning and Washroom Services including window cleaning, grounds maintenance and pest control
  - Security infrastructure including CCTV and alarm systems
- b. Establishing KPIs and SLAs for all relevant contracts and monitoring all contracts against these standards.
- c. Working with Maintenance Contractors set up the building and review the mechanical and electrical planned prioritised maintenance programme, based on the recommendations of Operation and Maintenance manuals and recognised maintenance standards.
- d. Responsible for the day-to-day maintenance of the building's infrastructure

- e. Managing the routine and unforeseen maintenance and new works budgets and producing budget profiling as required.
- f. Specifying and managing minor new works, refurbishments and repair works.
- g. Ensuring that all statutory requirements for building and civil engineering legislation are complied with by all contractors.
- h. Working with the Assistant Director (Operations), managing the procurement of the Museum's utilities, gas, electricity and water, checking invoicing and certifying for payment, and providing a value for money service to budget limits.
- i. Managing the efficient use of energy and introducing cost saving measures as appropriate. Providing regular reports, including data regarding energy consumption costs and efficiency.
- j. Ensuring that purchase works orders are raised for contractors in advance of any works to the Museum premises and systems.
- k. Providing up-to-date technical advice and information to staff managing projects including exhibition installations.
- l. In association with the Assistant Director (Operations), liaising with contractors to ensure that any works orders raised are fulfilled with the minimum disruption to the Museum, the staff and the public.
- m. Delegated responsibility (in certain areas) for deputising for the Assistant Director (Operations).

## **2. Health & Safety**

- 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 have delegated responsibility for the day-to-day management of all health and safety aspects of all the Museum's operations.
- c. Carrying out Health & Safety reviews, creating checklists and collating monthly reports across the department.
- d. Working with the HR Team the post-holder will manage the Museum's e-learning system in respect of Health & Safety, Risk Assessments
- e. Review departmental and contractor risk assessments and method statements
- f. Carrying out investigations into any accidents and recommended any changes in operational practices.

- g. Responsibility for the management, organisation and attendance of regular meetings of the Museum's Health & Safety, Emergency Planning and Sustainability Committees, ensuring that all follow-up remedial action is taken, and advising all Museum staff and volunteers on fire, security and health and safety issues.
- h. Acting as the Museum's focal point for the Regulatory Reform (Fire Safety) Order 2005 legislation.
- i. 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. The post-holder, working with the Assistant Director (Operations), will be responsible for setting the security standards for the Museum's operations and will also be responsible for monitoring and procuring the Museum-wide security contract.
- b. Controlling access and security systems at the NAM Chelsea site in association with the Assistant Director (Operations). The post-holder will also be required to ensure that any procedures appertaining to the NAM Outstation (Stevenage) are complied with.
- c. Be familiar with all security and alarm procedures and the implementation of such systems.
- d. Ensuring that and Security Risk Assessments and procedures are carried out and reviewed regularly.

### **4. Training**

- a. Working with the Assistant Director (Human Resources) in the provision of operational and Health & Safety training.
- b. Ensuring that the Museum staff are fully trained in the required non-academic aspects of their employment. This will require constant monitoring and frequent evaluation to ensure the provision of a first-class service to the staff and the visiting public. It follows that there will be a requirement for the post-holder to work at night and weekends to ensure that all staff are correctly trained/evaluated in their posts.
- 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 may 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 Assistant Director (Operations) and is 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 one direct report and 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.
- b. Working with the Collections Standards and Care Team to ensure that security of the collections both in stores and on loan are adequately assessed and provided for.

## **7. External Relationships**

- a. It will be the responsibility of the post-holder to ensure that all legislative requirements appertaining to the operations of the Museum are complied with. This may involve communications with the local authorities, fire and police departments.
- b. The post-holder will be required to understand public procurement protocols legislative requirements.

## **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 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 Finance Committee.

- 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. The post-holder will be based at the Museum in Chelsea.
  - g. 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. Costs of travel will be met by the Museum.
  - 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. Chair Museum committees, teams and working parties, as delegated by the Assistant Director (Operations), and represent the Museum on external committees, as required.
  - j. Support presentations to the NAM Council (Trustees), the Senior Leadership Team and members of staff as requested.
  - k. Act as Duty Manager at NAM Chelsea on weekends and bank holidays as per the Duty Manager rota, providing an active presence for all colleagues at the Museum, and whilst on duty:
    - Providing operational assistance, as necessary, to maintain standards of customer service.
    - Attending any staff or visitor difficulty, grievance or complaint whilst on duty.
    - Dealing with any emergency e.g. fire, service breakdown, security, contacting emergency services as appropriate.
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 £47,890 - £50,055, pa inclusive of RRA and dependent on relative experience. The post-holder is required to give a minimum of three months' notice in resigning.
10. The appointment will be subject to 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  
National Army Museum  
Director

April 2025