

# Candidate Pack

## Building and Facilities Officer

Full Time, 40 hrs per week  
Permanent Contract





# Introduction

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The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the 18th and 19th centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world. So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897 and opened to the public in June 1900. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. The museum is internationally famous for its collection of French 18th-century art, Arms and Armour and for its Old Master paintings.

The museum is managed by the Director Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister, and is financed by a combination of grant-in-aid from central government and self-generated income.

We aim to engage with and diversify our audience and attract over 500,000 visitors a year to the museum.



# Our priorities

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The Collection is committed to providing access to as wide a public as possible and to helping visitors engage with this diversity. Our goal is to create a place of understanding, cultural pluralism, curiosity and learning. To do this, we plan to create a world-class visitor experience for all ages which stimulates engagement with our collection through a new programme of exhibitions, major gallery refurbishments and an enhanced and expanded digital presence.

Our strategic priorities are to:

- To maintain, research and preserve the Collection for future generations;
- To broaden and deepen visitor engagement, connecting with audiences onsite and digitally;
- To build and support a strong exhibition programme;
- To lay a strong financial foundation for the future;
- To embark upon a Masterplan programme to transform the museum.





## Role summary

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The Building and Facilities Officer is an integral part of the Buildings and Facilities function, ensuring best service is provided to the Collection, its staff and visitors at all times. The role plays an integral part in helping to ensure that Hertford House is maintained and operating to the highest standards by working with colleagues and external contractors and consultants.

The role supports the Head of Buildings & Facilities and is responsible for the day-to-day administration of the department and its interaction and communication with other departments and staff. Liaising with external suppliers and contractors is a key part of the role.



# Role description

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## Administration

- Work with colleagues to maintain, improve and ensure the efficient running of the Collections building, facilities and grounds.
- Liaise with Sykes' on-site engineer, monitoring and recording subcontractor visits, ensuring these are entered in Dynamics when necessary.
- Supervise the cleaning contract ensuring a high standard of service throughout.
- Arrange the routine deep cleans and monitor and record sub-contractor visits in accordance with the set cycle.
- Liaise with our pest control contractor, booking in and monitoring operative visits.
- Ensure that events portage requests are booked in with the cleaning contractor.
- Provide general portage duties supervising the cleaning contractor's porter or undertaking them as required.
- Supervise the waste and recycling contract and promote sustainable practices.
- Ensure all office and staff welfare facilities are operating effectively, well-maintained and supplied and to help staff use them responsibly.
- Responsible for procurement of consumables and spares and to maintain appropriate records of stock.
- Ensure printer and photocopier consumables are ordered and ink and toner changed as required.
- Responsible for keeping stationery supplies up to date.
- Responsible for the department's administration, maintaining and updating records and planning documents as required.
- Implement the Collections sustainability policy with the support of the Head of Buildings and Facilities.

## Health and Safety

- To comply with the Wallace Collections Health and Safety policy.
- Arrange and accompany fire engineer visits; ensure the Fire Log is up to date.
- Continually develop and deliver the H&S induction for new Wallace Collection staff, restaurant staff, and contractors.
- Organise training for the wider Wallace Collection staff and ensure accurate record-keeping.
- Oversee the reporting and precise recording of all accidents and incidents.
- Carry out and record H&S site inspections.
- Maintain the ladder register and conduct routine ladder inspections.
- Assist with the implementation of specific H&S recommendations relating to building facilities and projects.



- To minute the Health & Safety Committee meetings, prepare agendas, co-ordinate meetings, update action plans and liaise with external advisers as required.
- Review and approve RAMS for all contractors working on site.
- Administer the Permit to Work scheme for external contractors.

### **Communication**

- Provide a timely response to all building and facilities requests.
- Ensure all work, deliveries and site visits are communicated to the Building and Security teams, and where appropriate to the wider Collection in a timely and appropriate manner.
- Work effectively with the whole Collection and develop key relationships with Wallace staff, clients and contractors.

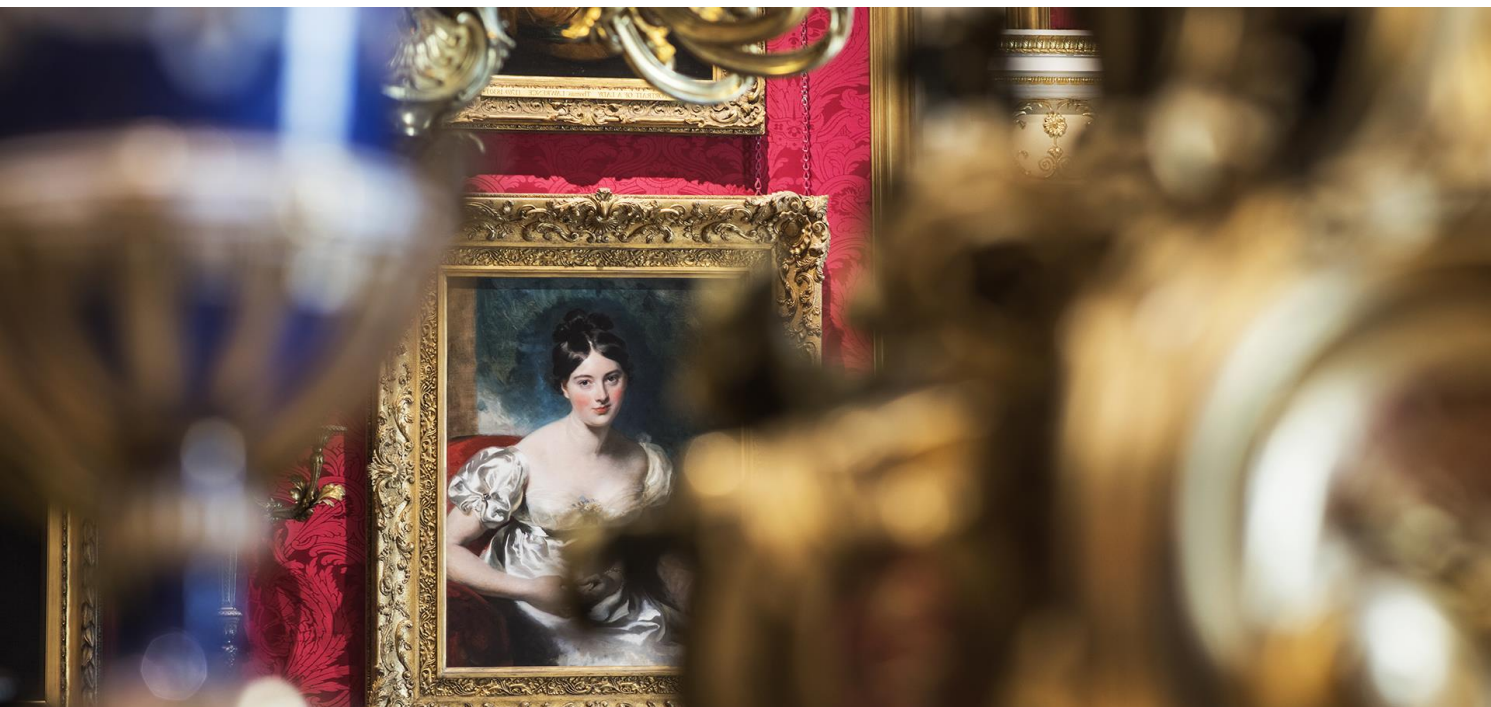
### **Environmental Monitoring**

- Work with the Sykes' on-site engineer monitoring the BMS and Meaco environmental readings.
- Highlight any issues with environmental controls to Sykes engineer and report to Environmental Monitoring Group.
- React to RH issues by deploying humidifiers/dehumidifiers in the galleries.

### **Presentation of the Building**

- Work with the team to ensure that the Collection is safe and well presented on a daily basis.

The role will involve assisting with bulk waste collections, handling deliveries, relocating confidential waste bins, moving ladders, accessing ceiling and floor hatches, and supporting furniture moves.



# Person specification

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## Essential

- Previous experience of facilities management.
- Working knowledge of legislative frameworks, including fire regulations and Health & Safety.
- Strong administrative, organisational and time management skills.
- Ability to communicate and liaise with people effectively.
- Proven ability to prioritise a busy workload.
- Proficient with IT systems, including use of Office 365 programs.
- Excellent written skills including competent report writing.
- An understanding of and commitment to the ethos and values of the Wallace Collection.



# Salary, benefits and working hours

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The salary for this post is between £29,000 to £32,000 per annum dependent on skills and experience.

In addition, the post-holder will receive 25 days paid annual leave plus bank holidays and 2.5 'privilege' days. Employees are also offered the following benefits:

- **Membership of an Occupational Pension Scheme**  
Alpha – a defined benefit occupational pension scheme (28.97%)  
Partnership pension account – a stakeholder pension
- **Eye Tests**
- **Occupational Health Service**
- **Annual Flu Jab**
- **Employee Assistance Programme**  
Services available 24/7 and 365 days per year to all employees  
Free therapy service of up to six sessions per issue, per year (each session lasts 45-50 minutes)
- **First Aiders**
- **Access to Mental Health First Aiders**
- **Parental Leave**
- **Training and Development Opportunities**

For this post, the normal working week is a five-day week, Monday to Friday. The normal working day will be 08.00 to 16.00. However, regular early morning and evening working will be expected as part of the role for which you will be given time off in lieu or overtime for as agreed with your line manager.



# How to apply

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Please complete the Application Form, and the Equal Opportunities Monitoring Form, following the links provided on our website. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to [recruitment@wallacecollection.org](mailto:recruitment@wallacecollection.org) by midnight **10/08/2025**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place week commencing, **11/08/2025**. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

**Start date:** As soon as possible

Appointment to the role is subject to a satisfactory Basic Disclosure check. The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.



W<sup>T H E</sup> WALLACE  
COLLECTION

