

Candidate Pack

Executive Assistant to the Director

Full Time, 40 hrs per week

Permanent Contract



Introduction

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the eighteenth and nineteenth 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 eighteenth-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.

In 2025, the Wallace Collection announced that Selldorf Architects, in collaboration with Purcell and Lawson Ward Studio, has been appointed to lead the design and delivery of a transformational masterplan for Hertford House, the museum's historic home in London. This ambitious project will reimagine and revitalise the museum's spaces for the 21st century, preserving the charm and unique character of the building while improving access, sustainability and visitor experience. A comprehensive fundraising campaign is being developed to realise the bold ambitions of the masterplan.

Our priorities

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; and
- To embark upon a Masterplan programme to transform the museum.



Role summary

The **Executive Assistant to the Director** provides high-level, proactive and confidential support to the Director of the Wallace Collection, supporting the effective operation of the Director's Office. The role acts as a key point of coordination across the Senior Management Team (SMT), the Chair of the Board of Trustees, trustees of the Wallace Collection and colleagues across the Collection.

The postholder will manage the Director's complex and evolving diary, coordinate meetings and institutional activity, prepare and manage correspondence and information, and ensure that the Director and SMT are appropriately briefed and supported. The role requires strong organisational skills, sound judgement, discretion and the ability to anticipate needs, manage competing priorities and respond confidently to changing demands.

The Executive Assistant is also responsible for coordinating key aspects of the Collection's governance, including the preparation and circulation of papers for the Board of Trustees and its committees, meeting arrangements, minutes and follow-up actions. The role acts as an important link between the SMT, Chair and Trustees, ensuring governance processes are managed efficiently and effectively.

The postholder will develop strong working relationships across the Collection and with external contacts, acting as a professional and welcoming representative of the Director and the Wallace Collection.

The role also works closely with the Development Office, providing practical and administrative support for selected donor and supporter events, including early morning previews, private visits, daytime tours and evening events.

The postholder reports to the Director of Development and works closely with the Director of the Wallace Collection and the wider Senior Management Team. The Director of Development has day-to-day responsibility for the management, prioritisation and development of the role, while the postholder works closely with the Director to anticipate and respond to their requirements.

Role description

Executive Support to the Director

- Proactively manage the Director's complex and evolving diary, exercising judgement in prioritising requests, resolving scheduling conflicts and ensuring appropriate preparation for meetings and appointments.
- Ensure the Director is fully briefed for meetings, providing relevant papers, background information, contact details and travel arrangements as required.
- Manage correspondence for the Director, including reviewing and prioritising incoming post and email, drafting responses and ensuring appropriate follow-up.
- Serve as a key point of contact for the Director, dealing professionally and sensitively with enquiries from colleagues, Trustees, government and public bodies, funders, donors and other external contacts.
- Maintain accurate records of the Director's contacts, meetings and key stakeholder relationships within the Collection's CRM (Microsoft Dynamics).
- Maintain appropriate systems for filing and managing confidential information and documentation.
- Manage the Director's expenses and other administrative requirements.

Coordination & Support for Senior Management

- Provide administrative and coordination support to the Senior Management Team, including diary support and the organisation of meetings as required.
- Coordinate the Collection's programme of regular institutional meetings, including all-staff, Heads of Department meetings and ad-hoc project steering groups, ensuring agendas, papers and follow-up actions are prepared and circulated appropriately.
- Ensure members of the SMT are appropriately briefed and have the information and documentation required for meetings.
- Act as a key point of contact between the Director's Office and departments across the Collection, ensuring information and requests are communicated effectively and followed up where necessary.

Board and Governance

- Coordinate the preparation and administration of quarterly meetings of the Board of Trustees, including scheduling, agendas, papers, meeting rooms, refreshments and follow-up actions.
- Act as a key point of contact between the Chair, Trustees, the Director, SMT and colleagues across the Collection.
- Coordinate the collation, editing and production of quarterly reports and papers for the Board, working with departments across the Collection and the Director's Office to ensure materials are accurate, complete and delivered to agreed deadlines. Coordinate and support meetings of Board committees including the Audit & Risk Assurance Committee, Investment Committee and Building Committee.

Role description

- Provide administrative and coordination support to the Wallace Development Committee and other external advisory or fundraising groups as required.
- Attend relevant governance meetings and take accurate minutes, including meetings of the Board of Trustees and the Audit & Risk Assurance Committee.
- Circulate minutes for review and approval, maintain records of agreed actions and monitor follow-up as required.
- Maintain accurate records relating to the Board and its committees and ensure relevant governance information on the Collection's website is kept up to date.
- Support the induction of new Trustees by preparing relevant materials and coordinating induction meetings and briefings.

Development Events

- Provide practical and administrative support to the Development Office for selected donor, supporter and stakeholder events, including early morning previews, private visits, daytime tours and evening events.
- Coordinate and maintain the Director's contact and guest lists, working with the Development Office and other colleagues as appropriate for invitations and managing RSVPs.
- Support the preparation of guest information and other materials for events involving the Director and senior colleagues.



Person specification

Essential

- Experience in an administrative, Personal Assistant or Executive Assistant role supporting a senior leader or leadership team with regular interaction with senior internal and external stakeholders.
- Strong organisational skills, with the ability to manage competing priorities, anticipate requirements, meet deadlines and work calmly under pressure.
- Strong written and verbal communication skills, with the ability to communicate confidently and professionally with colleagues, senior stakeholders and external contacts.
- Sound judgement, discretion and attention to detail, with the ability to handle sensitive and confidential information appropriately.
- Ability to work independently, use initiative, solve problems and make appropriate decisions within agreed parameters.
- Strong interpersonal skills and the ability to build effective working relationships with people at all levels.
- Advanced IT skills, including Microsoft 365 and experience using databases or CRM systems.
- Experience coordinating complex meetings, papers and/or events.
- Enthusiasm and passion for the Wallace Collection.

Desirable

- Experience supporting a Board, trustees or other governance body, including preparation of papers, meeting coordination and/or minute taking.
- Experience working in the cultural, charitable, public or not-for-profit sector.
- Experience using Microsoft Dynamics or another CRM system.



Salary, benefits and working hours

The salary for this role is between £33,000 and £36,000 per annum dependent on skills and experience.

Holiday Entitlement

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
- **Interest free loans after six months satisfactory service:**
Interest free season ticket loan
Cycle to work loan
- **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)
- **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 09.00 to 17.00. However, some flexibility will be expected as the need to participate in fundraising events or wider museum activities will arise.

How to apply

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 by midnight **01/11/2026**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place on week commencing, **02/11/2026**. 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.



