

## **SECURITY TEAM MEMBER**

Full-time, Permanent

### **OVERALL PURPOSE AND ROLE**

Security Team Members are responsible for ensuring the security and safety of the museum's collections, staff and visitors whilst providing an excellent level of customer service. They operate security systems and protect the museum's collections and building.

### **ABOUT THE WALLACE COLLECTION**

The Wallace Collection is a collection of the fine and decorative arts formed in the eighteenth and nineteenth centuries by four successive Marquesses of Hertford and the 4th Marquess's son, Sir Richard Wallace. It was left to the British nation in 1897 and opened as a national museum in June 1900 in Hertford House, a grade II listed building in central London. The museum is internationally famous for its collection of French eighteenth-century art, European princely arms and armour and for its Old Master paintings.

It is financed by grant-in-aid from central government and self-generated income.

### **JOB DESCRIPTION**

#### **Main Purpose of Job:**

- To ensure the safety and security of staff, visitors and contractors and the observance of museum regulations.
- To protect the Wallace Collection's building, collections, furnishings, equipment and contents.

#### **Key Responsibilities:**

- To control and facilitate access by staff, vehicles, the public and all other persons engaged in business with the museum.
- To maintain order by ensuring that all personnel allowed access to the site conform to the expected standards of behaviour and conduct as set out in the museum's regulations and other general rules.

- To apply the necessary controls and procedures to protect the museum's collections, buildings and contents from loss or damage and any other properties to which the museum has a duty of care.
- To assist line managers as directed in the execution of their responsibilities, including assisting in the implementation of the museum's emergency procedures.
- To staff access points, check authorities to enter the museum site, issue keys and temporary passes, unlock doors and gates, check bags and vehicles when necessary.
- To monitor crowd levels and visitor flow, assist the public and other enquirers to find specific locations and facilities, report and deal with incidents and concerns, apply basic first aid where appropriate training has been given, clear sites and buildings in case of fire and/or other emergencies.
- To participate in site protection through internal patrolling, carrying out searches, and using firefighting equipment (subject to being trained and qualified to do so).
- To staff the Control Room, operate CCTV monitoring systems and assist the Control Room supervisor in receiving and acting on communications including operating security and fire alarms, public address systems and any other equipment in the Control Room.
- To monitor contractors on site, enforce museum regulations and ensure health and safety best practice is observed, and report any incidents or concerns to line management.
- To provide cover/support for staffing the Front Entrance and/or Gates as required.
- Any other reasonable duties assigned by the Head of Security and the Security Manager.

## **PERSON SPECIFICATION**

### **Knowledge and Experience**

- Experience gained working within a security and/or customer facing environment.
- Knowledge of CCTV systems, access control and intruder alarm systems, however training will be provided.
- Knowledge of health and safety.

### **Skills and Competencies**

- Strong organisational skills and professional attitude to managing various tasks sometimes in a pressurised environment.
- Confidence and competency in IT systems, in particular emails, with an ability to quickly learn new programs and requirements.

- Clear and effective communication skills with proven competency in documentation and report writing. To be able to communicate with a diverse range of staff, visitors, guests and contractors by having a professional and friendly approach when both speaking and listening.
- Ability to work within a team to provide comprehensive security cover.
- An interest in the security and preservation of the museum's treasures and providing a high level of service to its visitors.
- Ability to deal calmly and confidently with demands from the public, including difficult situations, maintaining a professional and courteous presentation at all times.
- Helpful and positive attitude when dealing with colleagues and visitors; being open and receptive to ideas from others.
- Being proactive and taking responsibility for solving problems; able to think creatively and innovatively and consider all options before making a decision.
- Solutions based approach with the confidence to face challenges.
- Able to adapt easily, flexible and willing to learn.
- Punctual and dependable.

## **Reporting Structure**

Head of Security,  
 Security Staff Manager (second line manager)  
 Team Supervisor (first line manager)

## **REMUNERATION AND WORKING HOURS**

The salary for this post is **£21,720 per annum**. The post holder will receive **29 days annual leave** (inclusive of Bank Holidays), an interest free season ticket loan (after six months' service) and membership of an occupational pension scheme.

Security Team Members provide 24 hour cover in two sets of 12 hour shifts, one from 8am to 8pm, the other from 8pm to 8am. The shift pattern is based on an eight week cycle. Team members work two days followed by two nights followed by four rest days. This equates, on average, to a 42 hour week.

The Wallace Collection is open to the public every day (except 24 to 26 December) and has a 24 hour security presence, 365 days a year.

**Deadline for applications:** 26 June 2019

**Date of interview:** 5 July 2019

The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN  
[www.wallacecollection.org](http://www.wallacecollection.org); t: 020 7563 9544

An application form can be found and downloaded from our website [www.wallacecollection.org](http://www.wallacecollection.org). Alternatively, you can write to the HR Department, The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN for a postal application pack.

If you have not heard from us within four weeks of the closing date, please assume that you have not been shortlisted for interview on this occasion.

*The Wallace Collection is an equal opportunities employer*