

Candidate Pack Security Team Member

Full Time, 42 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.



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

This role will become part of the Wallace Collection's 13 person Security Team and will report to a designated Security Team Supervisor. The post holder will protect the Collection's artworks and infrastructure and ensure the safety and security of staff, visitors and contractors in line with the Collection's rules and regulations.

Security Team Members control and facilitate access by staff, vehicles, the public and all other persons engaged with the business of the Collection, taking direction from line managers as necessary. This role also takes a lead in compliance tasks with a focus on health, safety and security ensuring the highest standards, both internally within our teams and from external contractors. The postholder will provide a professional and proactive security control room operation, utilising security systems and technology, while maintaining their good function.

The Security Team play an instrumental part in dealing with extraordinary events both of a Security and Safety nature that require an immediate response. These may include emergency situations such as fire, theft, vandalism or medical incidents, or implementing the Collection's Major Emergency and salvage procedures.



Role description

Visitor Experience

- Maintain order by ensuring that all personnel with permitted access to the site conform to the standards and behaviour as set out in the Collection's regulations and general rules.
- Provide cover and or support for staffing public access points to the building and support the Gallery Team members by providing a physical presence in the Galleries as required.

Health and Safety

- Report and deal with incidents in liaison with line managers, apply basic first aid where appropriate training has been given, clear sites and the building in case of fire/emergency in liaison with other relevant trained personnel.
- Protect the site through internal patrolling, carrying out appropriate searches and using firefighting equipment (subject to be qualified to do so).
- Consistently apply the necessary controls and procedures to protect the Collection, the building and contents from loss or damage.
- Monitor contractors on site, ensure regulations are followed, health and safety best practice is observed and to report any incidents or concerns to line managers as appropriate.

Control Room

- Continually observe staff access points, check authority to enter the Collection, issue keys, temporary passes, lock and unlock access points, check bags, vehicles on a 24-hour basis.
- Staff the Control room, operate CCTV, security systems, fire alarms and public address systems in liaison with line managers.
- Observe and report environmental conditions to Facilities management.
- Responsible for the safety of all equipment in the Control Room.
- Provide clear, accurate written reports of all/any Security incidents.

Other

- Carry out any other reasonable duties as directed by line managers.

Person specification

Essential

- At least 12 months experience working in the field of security.
- Experience of working in a team within a busy security function.
- Experience of working with outlook, word, and databases, including monitoring rota systems.
- Knowledge of the operation of security systems ideally in a museum setting or similar.
- Knowledge of legislative frameworks, including fire regulations, and health & safety operational procedures.
- Good written and oral communication skills.
- Ability to interact effectively with a range of internal and external stakeholders and good judgement in knowing when to make decisions or refer situations to managers for help or advice.
- Strong organisational and time management skills.
- Ability to effectively communicate with all staff, visitors and contractors on a face-to-face, telephone and email basis.



Salary, benefits and working hours

The salary for this role is £32,874.35 per annum.

In addition, the post-holder will receive 29 days paid annual leave which includes eight UK Bank or other public holidays. 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)
- **First Aiders**
- **Access to Mental Health First Aiders**
- **Parental Leave**
- **Training and Development Opportunities**

For this post, the work schedule will be a rolling rota of 4 shifts of 12 hours: 2 day shifts and 2 night shifts (Average of 42 hours per week).

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 20/07/2025**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place on **24/07/2025 and 25/07/2025**. 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.



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