

Estate Operations Coordinator

The Postal Museum is one of the newest and most exciting museums in London. We opened in 2017 and have already established the museum as a must-visit destination with award-winning experiences. Alongside hands-on exhibitions exploring over 500 years of British social and communications history, visitors can experience a subterranean ride through the tunnels of the old Post Office Underground Railway – Mail Rail. The museum welcomes over 160,000 visitors and our online content reaches almost a million users a year. We deliver award-winning learning, access and outreach programmes and provide unique experiences including popular Tunnel Walks under the streets of London. The museum also operates a children’s play space – Sorted! – popular with young families and schools. Alongside all this we offer one of the most unique venues in London for corporate hire and filming.

Based: Central London – hybrid working and flexible hours.

Salary: £25,000

Hours: 35 hours per week

Contract: Permanent

Probation Period: 6-months

Reports to: Estate Operations Manager (EOM)

PURPOSE OF THE JOB

The museum’s estates operational model continues to evolve, and this is a new role that is essential to the future development of the Estate Operations Team and its functions; the purpose of the role is to:

- Work closely with the EOM to enhance the teams’ service provision and maintain a safe and operational museum for staff and visitors.
- In collaboration with the EOM, schedule planned, preventative maintenance (PPM) and remedial works across all museum assets.
- Work with the EOM to coordinate reactive maintenance requests and the process for logging, communicating, and closing jobs.
- Administer the CAFM system and work with the EOM to develop it further.
- Develop and maintain positive relationships with staff and a diverse range of contractors.
- Work with the EOM to manage the teams’ administration of financial and technical information.
- Actively participate and support the museum’s Health & Safety & Security Committee and Sustainability Steering Group.
- Maintain efficient hardcopy and electronic filing systems.

PERSON SPECIFICATION

QUALIFICATIONS

(Desirable criteria)

- IOSH or similar qualification.
- Manual handling trained.
- Certified First Aider at Work.

KNOWLEDGE & EXPERIENCE

(Essential criteria)

- Demonstrable administration experience, ideally in facilities maintenance (FM).
- Financial processing, including raising purchase orders and reviewing invoices for approval.
- Analysing reports to identify and action essential follow-up work.
- Refining existing and develop new processes to provide an excellent estates service to internal and external stakeholders.
- Communicating estates information across an organisation.
- Building positive relationships with teams and contractors.

(Desirable criteria)

- Working within a hard/soft FM environment in the museum/heritage/visitor attraction sector.
- Contributing to the development of an environmental sustainability strategy and action plan.
- Experience of working with a CAFM system and/or helpdesk service.
- Experience of participating in a Health & Safety Group/Committee and an awareness of building servicing and compliancy.
- Ability to review and comment on risk assessments and method statements.

SKILLS

- Excellent written and verbal skills with high level of attention to detail.
- Ability to communicate complex information clearly and concisely.
- Exceptional ability to multi-task, prioritise and organise tasks and work to deadlines.
- Strong numerical skills to support financial aspects.
- Competent in the use of MS Office packages and technologically proficient.

PERSON

- Positive and enthusiastic attitude and behaviours.
- Ability to problem solve, work on own initiative and a strong sense of teamwork.
- Ability to work across teams, demonstrating a joined-up, integrated approach to working and the importance of providing an excellent service.
- Resilient and calm under pressure.

JOB DESCRIPTION

Key Responsibilities and Duties

- Liaise with third party suppliers & contractors to ensure PPM, reactive and remedial works are completed on time across all TPM assets. Notably aspects related to Health & Safety and Security.
- Work with the EOM and contracted Building Services Engineer to ensure ongoing compliancy tasks are being completed to maintain a 90%+ compliancy rate. Report areas of risk to EOM, record, and follow-up on mitigating actions.
- In collaboration with the EOM, liaise with the Finance Team to maintain efficient financial processing, including the raising of purchase orders, reviewing invoices and following up on outstanding payments.
- Act as first point of contact for reactive maintenance jobs and ensure details are accurately logged, actioned, and completed. Also work with the EOM to effectively communicate relevant updates on progress to staff and contractors.
- With the EOM, ensure contractors provide risk assessments & method statements (RAMS) and permits to work are in place where required.
- Maintain a record of all risk assessments and respective review dates to ensure they remain in date. Coordinate the process for internally reviewing risk assessments and under the guidance of the EOM, update and/or provide feedback.
- Manage incoming mail and ensure timely and effective distribution across the organisation.
- Devise and manage a process for the safe and accountable distribution and return of all keys and key sets to the estates team.
- Participate and support the Health & Safety and Security Committee and Sustainability Steering Group. This includes distributing relevant documentation ahead of meetings, taking & typing accurate minutes and where appropriate follow-up with relevant staff and contractors to complete actions.
- Devise and maintain a consistent and efficient hardcopy and electronic filing systems, ensuring that information is readily available to staff and contractors.

The postholder will be expected to monitor and report on their work as directed by their line manager.

The postholder will be expected to work to office guidelines on manual handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

WORKING CONDITIONS

Estate Operation Coordinator will be expected to work flexibly and from the museum or remotely for 35 hours per week across weekdays and weekends. Post holders will be expected to be flexible to the reactive needs of The Postal Museum and expect their shift allocations to vary. Working hours and days will be agreed in advance with the line manager and are subject to change as required.

This position may require an enhanced DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its

merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

The Museum is a 6-days a week operation and regularly holds events outside its core hours; flexibility to work across sites, weekends, during holiday periods and before/after public opening hours is therefore an essential requirement of this role.