FACILITIES OFFICER

The Army Flying Museum at Middle Wallop, Hampshire, tells the story of British Army aviation—from the earliest use of balloons in military operations in the late 1800s to today's Army Air Corps, which has served with distinction around the world, including on combat operations in Iraq and Afghanistan.

We welcome around 80,000 visitors to the site each year, including 55,000 Museum visitors, and these numbers continue to grow. Over the past decade, we have completed a major capital project to transform the Museum, become the first museum in Europe to display an Apache AH-Mk1, developed a successful events programme—including our annual flagship event, Wallop Wheels & Wings, now in its seventh year—and strengthened our trading company so that it generates an annual profit to support the Museum.

The Facilities Officer is a new, hands-on role supporting the Head of Facilities to keep the Museum's buildings, grounds and visitor facilities safe, secure and in good working order. You will get involved directly in routine maintenance, minor repairs, site checks and event set-up, as well as leading the Warden team and working alongside contractors. We are a small team and no two days are the same. If you enjoy practical work, take pride in looking after a site and bring a can-do attitude and a sense of humour, we would love to hear from you.

SALARY: £16,800 per annum (£28,000 full-time equivalent)
HOURS: 22.5 hours per week (some evening and weekend work will be required).
CONTRACT: Permanent (subject to a 6 month probation period)

How to Apply

Applications consisting of a cover letter (no more than 2 pages) detailing your suitability for the role and a current CV should be emailed to site.manager@armyflying.com or sent to:

Clive Smith, Site Manager, Army Flying Museum, Middle Wallop, Hampshire, SO20 8FB

Closing date for applications is **12 noon on Wednesday 09 December 2026.**
Interviews will take place the **w/c 14 December 2026.**

The Army Flying Museum welcomes applications from all sectors of society and follows a policy of non-discrimination on the basis of race, religion, colour, gender, age, nationality or disabilities.

The Army Flying Museum is a company limited by guarantee registered in England no. 2109510 and a registered charity no. 297897.

ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
GOLD AWARD
Proudly supporting those who serve.

ACCREDITED MUSEUM

JOB DESCRIPTION: FACILITIES OFFICER

Salary: £16,800 per annum (£28,000 full-time equivalent)
Location: Army Flying Museum, Middle Wallop, Stockbridge, Hampshire SO20 8FB
Hours: 22.5 hours per week
Reports to: Head of Facilities
Responsible for: The Warden Team
Contract: Permanent, subject to a six-month probationary period

Purpose of the Role

The Facilities Officer is a practical, hands-on role supporting the Head of Facilities with the day-to-day upkeep of the museum site. The postholder will carry out routine maintenance, minor repairs and site checks, respond to faults and help prepare spaces for events and museum activities. They will line manage the Warden team, working alongside them to get day-to-day jobs done, and coordinate contractors where specialist work is needed.

The emphasis is on being out on site, spotting problems and taking practical action to keep the museum safe, tidy, secure and welcoming for visitors, staff, volunteers and contractors, while protecting its collections, buildings and assets. Accurate records, health and safety checks and compliance administration support this work. Tasks must be undertaken within the postholder's training and competence, with specialist or higher-risk work referred to the Head of Facilities or appropriately qualified contractors.

Key Responsibilities

Health and Safety

- Put the museum's health and safety procedures into practice during day-to-day site work, supporting the Head of Facilities with checks and practical improvements.
- Maintain accurate health and safety records, including risk assessments, inspections, accident and near-miss reports, training records and statutory documentation.
- Assist managers and colleagues with suitable and proportionate risk assessments for routine work, events, exhibitions, contractors and other museum activities.
- Carry out scheduled site inspections and checks, deal with straightforward hazards where safe and within competence, report issues requiring further action promptly, and follow up outstanding work through to completion.
- Support emergency preparedness, including fire safety checks, evacuation arrangements, drills, first-aid provision and business continuity planning.
- Promote a positive safety culture and provide clear guidance to staff, volunteers and contractors within the limits of the role.

Facilities Operations

- Line manage the Warden team, providing day-to-day direction, support and supervision; setting clear expectations; coordinating rotas and operational cover; and managing performance, conduct, wellbeing and development matters in line with museum policies.
- Carry out hands-on upkeep of the museum's buildings, grounds and visitor facilities, including routine maintenance and minor repairs within training and competence, and help keep operational areas tidy and ready for use.
- Help deliver planned maintenance and respond to day-to-day faults: assess and log requests, agree priorities with the Head of Facilities, complete suitable tasks directly and arrange approved contractors or suppliers for specialist work.
- Undertake routine checks of buildings, utilities, equipment, security and environmental conditions; identify defects early, take appropriate action and report emerging risks.

- Provide practical support for events, exhibitions, public programmes and special activities, helping with set-up, moving equipment and furniture, access arrangements and returning spaces to normal use afterwards, using appropriate equipment and safe working methods.
- Check stocks of facilities supplies and maintenance materials, help purchase what is needed and monitor services to secure value for money and keep day-to-day work moving.
- Respond calmly and practically to facilities incidents, escalating significant issues in line with agreed procedures.

Compliance and Regulatory Monitoring

- Maintain the facilities compliance calendar and help ensure inspections, servicing, testing, renewals and statutory checks are completed on time.
- Keep organised, audit-ready records for areas such as fire safety, water hygiene, asbestos management, lifting equipment, electrical systems, gas systems, accessibility, waste and environmental controls, as applicable to the site.
- Follow relevant guidance and agreed procedures when carrying out site tasks, keep practical knowledge up to date and flag changes or gaps to the Head of Facilities for review.
- Provide brief, clear updates on completed maintenance, outstanding defects and compliance actions, helping the Head of Facilities prepare reports and agree next steps.

General Duties

- Work collaboratively with museum colleagues, volunteers, tenants, partners and contractors.
- Follow museum policies and procedures, including those relating to safeguarding, security, data protection, equality, sustainability and collections care.
- Handle sensitive operational and security information appropriately.
- Undertake relevant training and contribute to continuous improvement.
- Carry out other reasonable duties consistent with the level and purpose of the role.

Person Specification

Essential

- Hands-on experience in facilities, estates, building maintenance, site operations or a similar practical role, including carrying out routine upkeep and minor repairs, together with experience supervising or line managing staff.
- A sound understanding of workplace health and safety in a busy, public-facing environment.
- Experience maintaining accurate records, schedules and action trackers.
- Confidence using tools and equipment appropriate to routine maintenance tasks safely and within competence, and working with contractors/suppliers when specialist support is needed.
- Strong organisational skills, with the ability to prioritise competing demands and follow tasks through to completion.
- Clear written and verbal communication skills and the ability to work constructively with staff, volunteers and external providers.
- Good general IT skills, including confidence using shared records and facilities systems.
- A practical, proactive approach: able to spot faults, work through straightforward problems and take pride in completing jobs to a good standard, with sound judgement about when to seek advice or specialist help.
- Willingness and ability to work across the museum site and respond to occasional operational requirements outside normal working patterns, by prior agreement.

Desirable

- A recognised health and safety or facilities management qualification
- Experience in a museum, heritage attraction, visitor venue, or other complex public building.
- Knowledge of fire safety, asbestos management, water hygiene, contractor control or statutory maintenance regimes.
- Experience supporting audits, inspections, events or emergency planning.
- An interest in aviation, military history or heritage.

Working Arrangements

This is a part-time role working three days per week. The normal working pattern will be agreed with the successful candidate and should provide effective management support for the Warden team and appropriate cover for museum operations. Some flexibility may be required for planned events, inspections, maintenance works or urgent operational issues, with appropriate notice wherever possible.

The role is primarily site-based and hands-on, involving routine maintenance, minor repairs, site checks, contractor coordination and practical support for museum operations and events. Work takes place across buildings, stores, workshops, outdoor areas and other operational spaces, subject to appropriate risk controls, equipment and training. Administration and record-keeping form part of the role but support its practical, on-site focus.

Our Expectations

The Facilities Officer will model the museum's values, take pride in high standards and help create a welcoming, safe and well-maintained environment. The postholder is expected to act with integrity, respect the significance of the museum's collections and setting, and support an inclusive experience for everyone who works at or visits the museum.

This job description outlines the main duties of the post. It may be reviewed and amended from time to time, in consultation with the postholder, to reflect the museum's changing needs.

Employee Benefits

- 25 days holiday plus the statutory bank holidays (pro-rata for part-time employees)
- Enhanced sick pay (4 weeks full pay per 12 months)
- Access to 24/7 GP appointments for you and your family
- Employee Assistance Programme
- Free parking on site
- Five family tickets to the Museum per year for your friends and relatives
- 30% discount in the café
- 20% discount in the shop and for events
- One family ticket to Wallop Wheels & Wings in July (you will be expected to work on that day)

Recruitment Timetable

- **Application deadline:** 12 noon on Wednesday 09 December 2026
- **Shortlisted applicants notified by email:** Friday 11 December 2026
- **Interviews:** w/c 14 December 2026

If you have a disability, please let us know in your application. The Museum is committed to interview all disabled applicants who meet the minimum criteria for a job vacancy and to consider them on their abilities.

We are proud to support our Armed Forces and are an Armed Forces Covenant Gold Award Employer. We offer a guaranteed interview for veterans and service partners / spouses who meet the minimum requirements for the role if you declare this in your application.

We regret that we may not be able to contact every unsuccessful applicant. If you have not heard from us by Friday 11 December 2026, please assume that your application has not been successful.

Thank you for your interest in the Army Flying Museum!