



Visitor Services Senior Assistant

Job Description

The Tank Museum was founded in 1923 as a teaching resource for engineers and soldiers of the Tank Corps. Over the last 80 years, the Museum has dramatically transformed from a training aid for the army to a 21st century Museum aspiring towards access and excellence for all.

Based at Bovington Camp, the home of the tank, the museum boasts the most comprehensive collection of armoured fighting vehicles in the world. In addition, the Museum has a very strong supporting collection of medals, photographs, film, sound recordings, fine art, books, weapons, models and memorabilia. Current displays tell the story of the tank from its inception in 1915 to the current war in Afghanistan. The entire collection has Designated Status.

The admissions area and shop are an important part of the organisation acting as the first point of contact for visitors and a central information centre to the Museum.

The large and busy Museum shop stocks a vast array of gifts and military memorabilia for a wide variety of people.

The Visitor Senior Assistant will play a pivotal role in supporting the Visitor Services Management team in meeting and greeting visitors, providing an excellent information service, and a magnificent retail experience for a wide variety of visitors.

ROLE PROFILE

Job Title	Visitor Services Senior Assistant
Department	Front of House
Contract	37.5 hours per week 5 out of 7 days including some weekend and bank holiday working.
Key Relationships	Visitor Services Manager /Deputy Visitor Services Manager / Visitor Services Team Leader.
Overall Job Purpose	Supporting the Visitor Services Manager, Deputy Visitor Services Manager and Team Leaders in providing the best possible experience for all visitors ensuring that admissions and shop operate to the highest standard and profitability.
Key Accountabilities	<p>As a Visitor Services Senior Assistant you will be putting your excellent people skills to the best possible use. You will be a vital member of the Visitor Services Management team: amongst a varied role, duties would include:-</p> <ul style="list-style-type: none"> • Supervising the team at the counter to sell admission tickets and retail merchandise, ensuring there are always sufficient people available for customers and directing people away from the counter to start/finish tasks elsewhere. • Organising team members to ensure all given tasks are completed in a timely manner. • Making sure everyone is promoting all our various offers and promotions, such as Membership, Guide book sales, Gift Aid etc. • Responsible for communicating with Marketing and Events teams regarding new offers, membership and events etc. • Construction of daily staff timetable and ensuring lunch breaks are correct or amended as the day demands. Liaising with management team re colleagues and tasks needed for each day ahead. • Available for morning and afternoon cashing up duties and safe checks. • Liaising with other museum departments and accommodating enquiries to help with the smooth running of the Museum • Leading by example and helping to ensure the whole team deliver an exceptionally warm welcome to all visitors and deliver extraordinary service during their stay ensuring an amazing visitor experience they'll never forget.
	The duties and responsibilities in this job are not restrictive and the post holder may be required to on occasion undertake other duties. This will not substantially change the nature of the post.

Person Specification

	Essential	Desirable
Qualifications	Good standard of education	
Experience	Experience of working in a customer service operation	Experience of working in a sales or retail environment Experience of working in a heritage setting
Knowledge & Skills	The ability to handle cash transactions Good customer service skills Good People skills	Interest in military history and armoured warfare
Personal aptitude & skills	The ability to communicate well with visitors Strong team player with the ability to work successfully with other departments Flexible Attention to detail and accuracy Well organised To be smart in appearance and wear The Tank Museum uniform at all times	Creative flair
Disposition	Be positive and committed	
Other requirements	Able and willing to work 5 days out seven including weekends also to support evening weekend events when required.	