

Museum Guide

Job Description

The Tank Museum was founded in 1923 as a teaching resource for soldiers of the newly named Royal Tank Corps; ninety six years later the Tank Museum has dramatically transformed from being a training aid for the British Army to a world class 21st century museum.

Based at Bovington, the home of the tank, the Tank Museum boasts the most comprehensive collection of armoured fighting vehicles in the world. In addition, the Museum has a comprehensive supporting collection of items relating to tanks and the men/women who served in them. Current exhibitions tell the story of the tank from its inception in 1915 up to the British Army's use of armoured fighting vehicles in Afghanistan. The entire collection has designated status.

Over 200,000 people visit the Tank Museum every year. The Guide team plays a vital role in ensuring every visitor has an exciting, safe and memorable visit whilst being integral to telling the story of the Royal Armoured Corps. As a Museum Guide your tasks can vary from showing a visitor around the inside of Chieftain Main Battle Tank turret to explaining where the Tank Museum shop is – no two minutes are the same! As a Guide you will also be responsible for ensuring the safety not only of our visitors but also our exhibits – that's right a 55 tonne tank! The Guide team also assist with the day-to-day running of the Tank Museum's operations – this can include helping with a school visit to cleaning a tank to opening up or locking up the Museum.

ROLE PROFILE

Job Title	Museum Guide
Department	Operations
Contract	Full time (37.5 hours) (1 weekend working in 4)
Salary	£16,009 at £8.21 per hour
Key Relationships	Head of Operations, Operations Manager & Deputy Operations Manager Events Team Visitor Services Team Curatorial Team Education Team Maintenance Team

Overall Job Purpose	To ensure a world class visitor experience and to support the day to day operation of the Tank Museum.
Key Accountabilities	<ul style="list-style-type: none"> • To be a welcoming and knowledgeable pro-active first point of contact with our visitors. You will be the visible face of the Tank Museum and be expected to help our visitors with any enquiries they might have in a friendly manner even if it's a complaint • To keep knowledge of displayed collections, current and future exhibitions, upcoming events, future learning activities, museum facilities and available local services up to date • To support the Operations Manager in creating new visitor tours & school visit workshops and thereafter set-up and deliver them • To ensure the security, functionality & cleanliness of the collection / exhibits on display by regular inspections, promptly reporting & cleaning / completing operational check sheets • To actively promote the Museum's services, facilities and products. This includes promoting the Tank Museum shop & products, restaurant, vehicle rides, events, corporate hire, group visits, friends membership, schools service & volunteering in the Tank Museum • To work with and supervise volunteers and new team members • To act as a first aider (when qualified) and report any first aid incidents to Operations Manager in the correct manner • To open up & close the museum according to the Museum's written procedure. Ensuring the galleries are safe and ready to welcome visitors • To act as a fire marshal and have knowledge of fire evacuation procedures • To assist with the Tank Museum's <i>Tanks in Action</i> displays as a marshall, commentator, interviewer, Sgt major or show director • To know how to use the Tank Museum's I.T systems including our till system (MERAC), collection system (TRACER) & Guide team tablets • To have a knowledge of where to find detailed information in order to answer visitor enquiries • To look out for any safety hazards to the visitor and report them to the Operations Manager / Maintenance team & take appropriate action • To assist the Maintenance team with any general museum maintenance if required

	<ul style="list-style-type: none">• To undertake or deliver training at the request of the Tank Museum• To assist with Tank Museum special events, visits and functions such as Tankfest and Tiger Day• To encourage visitors to provide feedback through in house questionnaires, external on site contractors or TripAdvisor reviews• To understand and comply with relevant Tank Museum policies outlined in the staff handbook, museum health and safety policy & safeguarding policy to ensure the safety and wellbeing of visitors, staff, volunteers and contractors at all times• To take care to manage risk & assess risk appropriately when developing new tours / workshops
--	---

The duties and responsibilities in this job description are not restrictive and the post holder may be required on occasion to undertake other duties. This job description may change with the changing needs of the Museum.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education. 	<ul style="list-style-type: none"> • First Aid qualification • Educated to A-Level / Degree standard • Customer service training qualification • IOSH Managing Safely or other Health and Safety qualification
Experience		<ul style="list-style-type: none"> • Experience of working in a customer service environment / visitor attraction / heritage organisation / school / engineering establishment / armed forces
Knowledge & Skills	<ul style="list-style-type: none"> • Good organisational skills • Good interpersonal skills • Strong communication skills • Ability to work as part of a team or work independently 	<ul style="list-style-type: none"> • Knowledge of 20th century military history • Knowledge of armoured vehicles • I.T literate (Microsoft Office) • Ability to work alongside and supervise volunteers
Other requirements	<ul style="list-style-type: none"> • To work flexibly (weekends, special events & unsociable hours) at the discretion of the Tank Museum. 	