



THE TANK MUSEUM

## Catering Assistant

### Role Description

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The Tank Museum brings the story of tanks and their crews to life, with the world's best collection of tanks in modern, awe-inspiring exhibitions.

The museum houses some 300 vehicles, representing every major conflict since the First World War. Our moving exhibitions tell the story of this British invention; from the mud of the Somme, to the beaches of Normandy and the deserts of Iraq – featuring powerful stories from the soldiers that fought in them.

Around 200,000 people visit Dorset's largest indoor attraction each year, with the annual TANKFEST event drawing visitors from across the globe. The Tank Museum has a global online reach, with a large supporter base and following on a range of social media platforms.

This is underpinned by the outstanding national importance of The Tank Museum's collections and the expertise of those who care for them. Alongside vehicles, the collections include medals, images, documents, personal papers, books, weapons and memorabilia.

The museum is situated in Bovington which is regarded as the 'home of the tank', as it was here that some of the first tank crews were trained during the First World War. It remains home to the Royal Armoured Corps today. The museum was founded in 1923 as a teaching resource for the Tank Corps. Over the past decade, the museum has transformed itself into a leading 21st century military museum.

As museum of the Royal Tank Regiment and Royal Armoured Corps, The Tank Museum is a registered charity which has been part of Arts Council England's National Portfolio since 2018.

#### Our Values

The values of The Tank Museum underpin the work of our team. Whilst there are a great variety of roles, specialisms and professions across the organisation, we all share a common approach in our mission to tell the story of the tank and the people that serve in them.

- **We are PASSIONATE.** We are authoritative and driven and we display this daily with our enthusiastic and rigorous approach to work.
- **We are AMBITIOUS.** Driven by an aspiration to be the best, we strive to be better. We channel our creativity and competitiveness to make us innovative, forward thinking and flexible to challenges.
- **We CARE.** We work hard because we believe in the cause of the organisation. We are welcoming and friendly to all our visitors. We are inclusive, fair and considerate of each other, showing great respect for our collections and for the stories we tell.
- **We display INTEGRITY.** We are knowledgeable about our subject and professional in the way in which we conduct our business. We act responsibly and embrace responsibility. Our ethical grounding guides us to do the right thing by our audiences, our supporters, our collections and by each other.

**Catering**

The Catering operation consists of a large and busy restaurant together with several other catering outlets across the Museum site. Contributing to the organisation not only commercially but adding to an excellent all-round visitor experience.

The Catering Assistant will be expected to support the Catering Operations Manager and team in ensuring that the Museum's catering facilities runs smoothly with a high level of food delivery and customer service.

## Role Profile

<b>Role Title</b>	Catering Assistant
<b>Department</b>	Commercial
<b>Key Relationships</b>	Catering Operations Manager, Restaurant Supervisor, Head Chef, General public
<b>Overall Role Purpose</b>	Assisting the Catering Operations Manager and the rest of the team in ensuring that the museum's catering facilities run smoothly. Providing high quality food delivery and excellent customer service.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Assisting with food preparation.</li> <li>• Serving customers food and drink ensuring the highest standard of customer service is achieved.</li> <li>• General kitchen and restaurant cleaning, ensuring the highest standards of hygiene and cleanliness, conforming to legal requirements in relation to Health &amp; Safety, Food Safety, Hygiene and COSHH procedures.</li> <li>• Assist in the delivery of catering for events and promotions within the Museum.</li> <li>• Cash handling in accordance with cash handling procedures.</li> <li>• Ensuring that a high level of personal presentation is achieved at all times.</li> </ul>
	The duties and responsibilities in this job are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>No specific qualifications required</li> </ul>	
<b>Experience</b>		<ul style="list-style-type: none"> <li>Experience of working in a Catering role</li> <li>Experience of working in a customer service environment</li> </ul>
<b>Knowledge &amp; Skills</b>		<ul style="list-style-type: none"> <li>Knowledge of food preparation procedures</li> <li>Sound awareness of health &amp; Safety and food legislation</li> </ul>
<b>Personal aptitude</b>	<ul style="list-style-type: none"> <li>A people person.</li> <li>Passion for food</li> <li>Hard working</li> </ul>	<ul style="list-style-type: none"> <li>Excellent attention to detail and accuracy</li> </ul>
<b>Disposition</b>	Enthusiastic and committed	
<b>Other requirements</b>	The ability to work weekends and support special events.	