



THE TANK MUSEUM

Cleaner Role Description

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.

Operations

Our cleaners play a pivotal role in supporting the operations team - keeping our site in tip top condition and ensuring the best visitor experience. Our Cleaners are also integral in supporting the rest of the Tank Museum staff and volunteers by keeping our world class facilities and offices both clean and safe.

Role Profile

Role Title	Cleaner
Department	Commercial Operations
Key Relationships	Facilities Team Leader, Duty Manager, Visitor Experience General Manager
Overall Role Purpose	To aid the Tank Museum in achieving its' charitable goals by ensuring functionality and excellent aesthetic appearance and cleanliness of all Tank Museum buildings & facilities.
Key Accountabilities	<ul style="list-style-type: none"> • To support the Facilities Team Leader in creating a daily cleaning plan for designated areas of responsibility. • To carry out the cleaning plan to the best possible standard. • To work alongside external cleaning contractors on site. • To support the Duty Manager and Facilities Team Leader in unforeseen 'reactive' cleaning tasks. • To maintain, safely operate and store securely all cleaning equipment, consumables and plant owned or hired by the Tank Museum for cleaning tasks. • To ensure the tidiness and functionality of cleaning areas such as cleaner stores /cupboards etc. Making sure consumables are re stocked. • To advise the Facilities Team Leader on the purchase and/or hire of consumables, tools etc. to complete any specific tasks. • To help the Tank Museum become a 'Greener' business by disposing of waste in an eco-friendly manner. • To have knowledge of Museum wide fire evacuation procedures • To understand how to use the Tank Museum radio system. • To observe and report safety & facility hazards to the Facilities Team Leader or Duty Manager. • To understand and comply with relevant Tank Museum policies such as 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.
	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 Tank Museum.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • IOSH Working or Managing Safely • COSHH awareness course • Any relevant qualifications in cleaning. Cleaning and Support Services (City & Guilds) etc. • Full UK Driving Licence
Experience	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Experience working as a cleaner in a previous business / organisation. • Experience in working a Museum or Heritage setting. • Experience of working in a customer service environment.
Knowledge & skills	<ul style="list-style-type: none"> • Good organisational skills. • Good interpersonal skills. • Strong communication skills. • Good adaptability & resilience when set a task. • 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).
Other requirements	<ul style="list-style-type: none"> • To work flexibly (weekends, special events & unsociable hours) at the discretion of the Tank Museum. 	