



THE TANK MUSEUM

Facilities Team Leader

Role Description

The Tank Museum was founded in 1923 as a teaching resource for engineers and soldiers of the Tank Corps. Over recent 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 recent war in Afghanistan. The entire collection has Designated Status. In 2018 The Museum became part of Arts Council England's National Portfolio.

The Tank Museum's Operations Department is responsible for all aspects of the daily operation of the Museum, together with general site maintenance, security and health & safety. The Facilities Team Leader is a key role in providing the best visitor experience possible.

As the Facilities Team Leader you will be responsible for the physical resources and ancillary services to support the operation. Together with all aspects of standard operating procedures, site maintenance and health & safety within the Museum.

The Facilities Team Leader is a key post reporting to the Visitor Experience Manager of the Museum, managing a team of maintenance staff, cleaners & volunteers. Communicating across all departments and liaising with external contractors.

Role Profile

Role Title	Facilities Team Leader
Department	Commercial Operations
Key Relationships	Visitor Experience Manager, Head of Commercial Operations, Events Team, Maintenance Team, Cleaning Team, Guide Team
Overall Role Purpose	Supporting the Visitor Experience Manager and the Head of Commercial Operations to motivate and be a hands-on leader to the maintenance and cleaning team. Delivering the best possible visitor experience to the site. Organising and overseeing external site operation contractors in providing the best and most cost-effective service to the Museum. Responsible for all aspects of Health and safety within the facilities team.
Key Accountabilities	<ul style="list-style-type: none"> • Supervision and control of MoD and Museum contractors on site • Ensure that the condition of buildings and fittings, all outside areas and exhibitions, are maintained to high standard • The reporting of faults and the monitoring of their repair • The maintenance of all museums' amenities available to the general public • The control of keys and the location of security devices. Maintaining or operation registers • Aiding in controlling, stock levels, storage, inspection, movement and usage of pyrotechnics • The overall cleanliness of the museum and all its facilities • The provision of tools, equipment to support events and the Museum radio network • Health & Safety, SAFE and security management • Liaise with HQ ARMCEM regarding Fire, H&S and Security matters • Provision, monitoring and checking of First Aid equipment • The implementation of emergency procedures for staff and general public • Engage maintenance and cleaning staff to deliver the best possible visitor experience • Provide direct input and support to the Events and Education teams in the implementation and organisation of events and special activities • Management of allocated cost headings to set budget • Ability to be able to manage the day to day operation of The Museum floor allocating duties and responsibilities to staff and volunteers • Recruit, induct, and train a team of maintenance and cleaning staff • Responsible for development and maintenance of operational systems <p>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.</p>

Person Specification

	Essential	Desirable
Qualifications	Good standard of education	Relevant degree, NEBOSH, IOSH
Experience	Experience of Facilities Management	Strong procurement experience Knowledge of MOD / DIO facilities management
Knowledge & Skills	People Management Skills Excellent organisational skills Customer Service Skills	Basic plumbing and electrics skill Interest in military history and armoured warfare
Personal aptitude & skills	A good aptitude for practical tasks. The ability to communicate well with internal and external contacts. Flexible Attention to detail and accuracy Able to prioritise deadlines and meet deadlines Ability to work well under pressure	
Disposition	Be positive and committed	
Other requirements	Ability to offer flexibility in working hours across five out of seven, including provision of out of hours support in an emergency if required	