



THE TANK MUSEUM

Museum Guide

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 Guide Team

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

Role Title	Museum Guide
Department	Commercial Operations
Key Relationships	Guides Team Leader, Visitor Experience General Manager, Events Team, Visitor Services Team, Curatorial Team, Education Team, Maintenance Team
Overall Role Purpose	To ensure a world class visitor experience and to support the day to day operation of the Tank Museum.
Key Responsibilities	<ul style="list-style-type: none"> • To be a welcoming and knowledgeable pro-active first point of contact with our visitors, assisting them with any enquiries they may have. • Ability to deliver tours and workshops to a wide variety of customers at the museum ranging from schools and MOD Groups to VIPs and corporate hires. • To support the development of new visitor tours & school visit workshops. • To ensure the security, functionality & cleanliness of the collection / exhibits on display by regular inspections – reporting as required. • To actively promote the Museum’s services, facilities and products. • To act as a first aider on behalf of the museum. • Open and close the museum exhibition halls at the start and end of each day when required, ensuring the galleries are safe and ready to welcome visitors. • To act as a fire marshal and have knowledge of fire evacuation procedures. • To know how to use the Tank Museum’s I.T systems including our till system, collection system & Guide team tablets. • To assist with Tank Museum special events, visits and functions.
	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
Experience		<ul style="list-style-type: none"> • Experience of working in a customer service environment / visitor attraction / heritage organisation / school/ engineering establishment or armed forces
Knowledge & Skills	<ul style="list-style-type: none"> • Good interpersonal 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 • IT 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 • Able and willing to support evening and weekend events when required 	