



THE TANK MUSEUM

Museum Guide

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.

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 	