



THE TANK MUSEUM

Operations Assistant

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 tanks, which represent moments in 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.

Over 200,000 people visit Dorset's largest indoor attraction each year, with the annual TANKFEST event drawing visitors from around the world.

The collections of this Accredited and Nationally Styled Museum (which include weapons, uniforms, memorabilia, documents, personal papers, images, and books - alongside the vehicles themselves) are Designated as being of outstanding national importance.

Additionally, The Tank Museum's Archive and Library is a recognised place of deposit for the National Archive.

Over the past decade, the museum has transformed itself into a leading 21st century military museum and first-class visitor attraction, capitalising on its online reach to develop a supporter base across the globe.

The Tank Museum was founded in 1923 as a teaching resource for the Tank Corps. They had made their home in Bovington during the First World War, and it was here that many of the first tank crews were trained.

Bovington remains home to The Royal Armoured Corps - and The Tank Museum is an independent registered charity which is the museum of both the Royal Armoured Corps and the Royal Tank Regiment.

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.

Visitor Experience

Supporting the wider Visitor Experience Team our Operations Assistants keep our site in tip top condition and ensure our visitors have an exciting, fun, and memorable visit. The work of our Operations Assistants is very diverse and challenging.

Being multi-skilled and flexible is a big must for this job, you will help the maintenance team with outdoor and indoor maintenance tasks as required. You will also be helping the wider operations team ensure the site is secure, looked after and visitors are well signposted.

Role Profile

Role Title	Operations Assistant
Department	Visitor Experience
Key Relationships	Facilities Manager, Duty Manager, Head of Visitor Experience, Events Manager, Maintenance Operatives & Museum Guides
Overall Role Purpose	To support the Managers with the day-to-day operation of the Museum, to ensure a World Class visitor experience across the entire site.
Key Accountabilities	<ul style="list-style-type: none"> • Support the maintenance team in general maintenance duties. • To operate and continually listen on the museum radios, when on duty. • Reporting faults, dangers or breakages to the Facilities or Duty Manager. • Car parking duties • Assist with cleaning and maintaining areas of the museum. • Support the events team in the set up and dismantling of Museum events and corporate booking. • Monitor security of the collection • Checking cleanliness and tidiness of the Museum • Assist with close-down of the museum and all its facilities if required. • Assist at special functions, events, and visits. • Assist with Tanks in Action Displays
	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. (keep this phrase)

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> No specific qualifications required. 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> No specific experience required. 	<ul style="list-style-type: none"> Experience of common maintenance tasks. Experience of working with the public.
Knowledge & Skills	<ul style="list-style-type: none"> Good adaptability and resilience when set a task. Good people skills. 	<ul style="list-style-type: none"> Knowledge of 20th Century military history. Knowledge of armoured vehicles.
Personal aptitude	<ul style="list-style-type: none"> To be able to work independently and within a team. The ability to communicate well with visitors. Ability to use your initiative. Flexible. 	
Disposition	<ul style="list-style-type: none"> Friendly. Positive natured. 	
Other requirements	<ul style="list-style-type: none"> To work weekends and during special events when required. 	