



THE TANK MUSEUM

Vehicles Rides Operator 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.

The Collections Department

The Collections Department comprises the Workshop, Exhibitions team and Archive & Library, each department supported by selected teams of volunteers. The vehicles in the collection are split into the Core Historic Collection and the Historic Running Collection.

The Workshop

The Workshop plays an important role in maintaining the high level of presentation of the collection as well as promoting the museum through moving vehicle displays. The key functions of the workshop are vehicle maintenance, vehicle restoration and vehicle operations.

The Vehicle Operations Manager

The Vehicle Operations Manager is responsible for the safe and sustainable operation of the running fleet, to include training, competence assessments, event planning and crew allocations, all conducted in close cooperation with the Workshop Manager. The workshop staff provide the primary vehicles operations team in addition to their maintenance and restoration roles and are augmented by suitably trained volunteers.

The Workshop Manager

The Workshop Manager is responsible for maintenance and restoration primarily of the Historic Running Collection and also of the Historic Core Collection. The work is spread across two teams, each responsible for a specific collection of vehicles. Both teams have varied roles and get involved in some interesting and unique maintenance, repairs and restoration projects.

Rides Vehicle Operators

During the school holidays and during most weekends between March and September, The Tank Museum operates a vehicle rides fleet. The Vehicle Rides provide our visitors with a great experience and allows the Museum to demonstrate the use of tracked vehicles.

Rides Vehicle Operators are an essential component in this, particularly for the 3 major events each year; Tankfest (June) and 2 x Tiger Days (April and September).

The museum is looking for Rides Vehicle Operators to conduct basic user pre-use inspections, and to safely operate these vehicles. The safe operation encompasses two roles, driver and passenger safety supervisor. The Vehicle Rides Operator will be trained in both roles to ensure operation is in accordance with strict Health and Safety guidelines.

The Vehicle Rides Operator will need to work on weekdays and weekends on a shift rota.

As a customer facing role the Rides Vehicle Operator will play an important role in presenting the Tank Museum as a world class attraction.

Role Profile

Role Title	Vehicle Rides Operator
Department	Collections - Workshop
Key Relationships	Vehicle Operations Manager, Workshop Manager, Workshop Staff, The Public and Volunteers
Overall Role Purpose	To be responsible for all aspects of the vehicle ride operation. This includes ensuring the highest levels of safety are adhered to and providing our visitors with a fantastic experience.
Key Accountabilities	<ul style="list-style-type: none"> • The safe operation of the M548 Rides Vehicles at all times, encompassing the safety of passengers, staff and volunteers. • To conduct daily checks, low-level, routine maintenance and to maintain the cleanliness of the Rides Vehicles. • Maintenance of vehicle logbooks, personal driving logs and vehicle database after use. • Supervise Volunteers and Rides Vehicle Assistants. • Sell tickets to visitors. • Communicate with visitors and museum staff to provide excellent customer service and to ensure a great visitor experience. • Be familiar with and comply with relevant Health and Safety legislation. • Operate other display vehicles and support the rest of the organisation including participating in events.
	<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> <p>The Tank Museum as an organisation subscribes to the Museums Association Code of Ethics. The post holder is expected to familiarise themselves with this code which reflects the public service and individual values of The Tank Museum.</p>

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum full car driving license. 	<ul style="list-style-type: none"> • Vehicle maintenance qualifications • Track license (H)
Experience	<ul style="list-style-type: none"> • Vehicle operation and maintenance experience. • Customer service experience. • Ability to give presentations and talks to the general public. 	
Knowledge & Skills	<ul style="list-style-type: none"> • Good mechanical understanding • Knowledge of the Health and Safety requirements of vehicle rides. • Basic computer skills. • Basic organisational skills. • Effective time management skills. • Good communication skills. 	<ul style="list-style-type: none"> • Interest in military history and armoured vehicles.
Personal aptitude & skills	<ul style="list-style-type: none"> • Have a willing and polite attitude to the customer. • Attention to detail and accuracy. 	
Disposition	<ul style="list-style-type: none"> • Enthusiastic. • Outgoing. • Positive and committed. 	
Other requirements	<ul style="list-style-type: none"> • To be available to work on a rota system, to include weekends. • Flexibility to work evenings and weekends when required. 	