



THE TANK MUSEUM

Visitor Services Assistant

Role Description

The Tank Museum was founded in 1923 as a teaching resource for engineers and soldiers of the Tank Corps. Over the last 80 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 current war in Afghanistan. The entire collection has Designated Status.

Front of House

The admissions area and shop are an important part of the organisation acting as the first point of contact for visitors and a central information centre to the Museum. With over 200,000 visitors coming through Admissions and the shop every year this is a key customer touch point.

The Museum shop stocks a vast array of gifts and military memorabilia for the onsite & online audience. The online sales have been growing and are now a substantial part of the business, seeing an online / on the phone customer with the same importance as a customer onsite is key going forward.

The Visitor Services Assistant will play a pivotal role in supporting the Visitor Services Team in the Front of House admissions and retail function. Meeting and greeting visitors, providing an excellent information service, and a magnificent retail experience for a wide variety of visitors onsite or online.

Role Profile

Role Title	Visitor Services Assistant
Department	Front of House
Key Relationships	Retail Development Manager Visitor Service Operations Manager Senior Visitor Services Assistants Museum Guides and Volunteers
Overall Role Purpose	Supporting the Retail Development Manager, Visitor Services Operations Manager and Senior Visitor Services Assistants in providing the best possible experience for all visitors, onsite or online, ensuring that admissions and shop operate to the highest standard and profitability.
Key Accountabilities	<p>As a Visitor Services Assistant you will be putting your excellent people skills to the best possible use. You will be a vital member of the Visitor Services team: amongst a varied role, duties would include (but not limited to): -</p> <ul style="list-style-type: none"> • Delivering an exceptionally warm welcome to all visitors and delivering extraordinary service during their time with us, ensuring an amazing visitor experience they'll never forget. • Fulfilling online orders & dealing with online / phone queries in the same way as if the visitor is in front of you • Sales of admission and event tickets, including promoting all our various offers and promotions, such as Membership, Guide book sales, Gift Aid etc. • Ensuring stock is correctly priced and merchandised • Supporting the Commercial Team in the operation and delivery of Visitor Events • Dealing with sales of retail merchandise including cash handling, ensuring all financial transactions are accurately recorded and procedures are adhered to. • Liaising with other museum departments and accommodating enquiries to help with the smooth running of the Museum • Ensuring the admissions area and retail area are tidy and free of clutter at all times. • Liaising with Museum Guides on daily event schedules.
	<ul style="list-style-type: none"> • 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.

Person Specification

	Essential	Desirable
Qualifications	Good standard of education	
Experience	Experience of working in a customer service operation	Experience of working in a sales or retail environment Experience of working in a heritage setting
Knowledge & Skills	The ability to handle cash transactions Good customer service skills Good People skills	Interest in military history and armoured warfare
Personal aptitude & skills	The ability to communicate well with visitors Strong team player with the ability to work successfully with other departments Flexible Attention to detail and accuracy Well organised To be smart in appearance and wear The Tank Museum uniform at all times	Creative flair
Disposition	Be positive and committed	
Other requirements	Able and willing to work five days out seven including weekends also to support evening weekend events when required.	