



THE TANK MUSEUM

Visitor Services Stock Controller

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.

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 Stock Controller will play a pivotal role in supporting the Visitor Services Team in the Front of House admissions and retail function. Managing the stock file, dealing with all deliveries, booking stock on, dealing with a wide variety of stock queries and being able to help out with the visitors, online or onsite, during busy periods.

Role Profile

Role Title	Visitor Services Stock Controller
Department	Commercial
Key Relationships	Retail and Admissions Manager, Visitor Service Operations Manager, Business Development Retail Buyer, Senior Visitor Services Assistants, Museum Guides and Volunteers
Overall Role Purpose	Supporting the Managers to ensure an accurate stockfile is maintained. Processing incoming and outgoing stock, and managing the stockrooms in an organised and tidy fashion. Ensuring that the admissions and shop team are not having to deal with stock, which will ensure the visitors experience is as high as possible.
Key Accountabilities	<p>As a Visitor Services Stock Controller, you will be putting your attention to detail to good use, to ensure that stock is worked in the most productive way, and a sale is not missed due to sell outs or a long booking in process. You will of course on occasion be helping the visitor with either queries, working on admissions on busy days or helping with the online team. 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"> • Ensuring stock is correctly priced and merchandised • Ensuring all incoming stock is dealt with as quickly and efficiently as possible • The stock rooms are a practical work space which is neat and tidy, organised and changed where seasonally necessary. • Aiding the Business Development Retail Buyer with stock queries and buying admin • 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. • Sales of admission and event tickets, including promoting all our various offers and promotions, such as Membership, Guide book sales, Gift Aid etc. • 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. • Ensuring the admissions area and retail area are tidy and free of clutter at all times.
	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	<ul style="list-style-type: none"> • Good Standard of education 	
Experience	<ul style="list-style-type: none"> • Experience of working in a customer service operation 	<ul style="list-style-type: none"> • Experience of working in a sales or retail environment • Experience of working in a heritage setting
Knowledge & Skills	<ul style="list-style-type: none"> • The ability to handle cash transactions • Good customer service skills • Good People skills 	<ul style="list-style-type: none"> • Interest in military history and armoured warfare
Personal aptitude	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Creative flair
Disposition	<ul style="list-style-type: none"> • Be positive and committed 	
Other requirements	<ul style="list-style-type: none"> • Flexibility to work weekends, bank holidays and special events when required 	