

## Volunteer Modeller

### Role Description

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**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 Tank Museum Volunteer Modeller Team**

The Tank Museum modellers play 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 volunteer modeller your tasks will vary from introducing our visitors to scale models to showing them the real thing. No two minutes are ever the same!

As a volunteer modeller you will also be helping to ensure the safety not only of our visitors but also our exhibits – that's right a 55-tonne tank!

You may also be asked to 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 assisting in covering the exhibitions during busy periods if able.

## Role Profile

<b>Role Title</b>	Volunteer Modeller
<b>Department</b>	Visitor Experience
<b>Key Relationships</b>	Head of Visitor Experience, Duty Manager, Events Co-ordinator, Education Team.
<b>Overall Role Purpose</b>	Helping to ensure a world class visitor experience and to support the day-to-day operation of the Tank Museum.
<b>Expectations</b>	<p>Our volunteer team are at the very heart of the Museum and an integral part of our workforce, working alongside employees of the Tank Museum in a wide variety of roles.</p> <p><b>What will you be doing?</b></p> <ul style="list-style-type: none"> <li>• You will be a point of contact for our visitors, providing a helpful, welcoming, and friendly greeting around the Museum.</li> <li>• Help in setting up and dismantling model displays.</li> <li>• Providing appropriate model displays for information and discussion with the public.</li> <li>• Demonstrating real time modelling techniques to the public, including new and returning hobbyists.</li> <li>• Supporting the team in special projects.</li> <li>• Assisting with the security, functionality of the museum.</li> </ul> <p><b>What will the Museum expect from me?</b></p> <ul style="list-style-type: none"> <li>• To act in way that delivers the core values of The Tank Museum with <b><i>Integrity, Care, Ambition and Passion</i></b></li> <li>• To be the friendly welcome of the Museum and deliver excellent customer service</li> <li>• To wear the uniform provided</li> <li>• Maintain good working relationships with employees, other volunteers, and visitors</li> <li>• Assist with the training of new volunteers</li> <li>• Undertake appropriate training and attend department meetings</li> <li>• To abide by the Museum’s policy and procedures</li> <li>• To abide by the Museum’s expected conducts and standards</li> </ul> <p><b>What can I expect from the Museum?</b></p> <ul style="list-style-type: none"> <li>• A welcoming and enjoyable experience</li> <li>• The opportunity to learn and develop new skills and experience</li> <li>• To be treated fairly and with respect</li> <li>• The opportunity to meet people from all walks of life and make new friends</li> <li>• Free entry for you and a guest to the Museum; discounts in our Restaurant and Shop</li> <li>• Reimbursement of travel expenses (currently up to £16.50 per day)</li> <li>• Free parking</li> </ul>

<b>Who would this suit?</b>	<p>The Museum is open seven days a week, and there are volunteering opportunities to meet anyone's availability. No experience or qualifications are necessary as this is an excellent opportunity to gain new skills. However, this role would suit people who:</p> <ul style="list-style-type: none"><li>• Are welcoming, approachable, helpful and enjoy talking to people</li><li>• Are proactive with a positive nature, an interest in providing an excellent visitor experience</li><li>• Enthusiastic and interested to learn about the Museum</li></ul> <p>All volunteers will receive a welcome training session which includes an introductory tour of the Museum. New volunteers will receive the appropriate training. You will also be 'buddied' with our existing volunteers who will provide further help and support. Direct supervision and support will be provided by your designated volunteer coordinator and the Duty Managers.</p>
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