



THE TANK MUSEUM

Volunteer Museum Guide

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.

The Museum Guide Team

The Museum Guide team 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 Museum Guide your tasks will vary from showing a visitor around the inside of Chieftain Main Battle Tank turret to explaining where the Tank Museum shop is – no two minutes are the same! As a Guide 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! The Museum Guide team also 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 opening up or locking up the Museum.

Role Profile

Role Title	Volunteer Museum Guide
Department	Museum Guide Team
Key Relationships	Museum Guides Team Leader, Visitor Experience General Manager,
Overall Role Purpose	Helping to ensure a world class visitor experience and to support the day to day operation of the Tank Museum.
Expectations	<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>What will you be doing?</p> <ul style="list-style-type: none"> You will be the first point of contact for our visitors, providing a helpful, welcoming and friendly greeting around the Museum. Greet and engage with visitors, provide information on our exhibitions and activities, as well as helpful directions to our different galleries and facilities. Help lead activities for visitors, such as Handling activities, tours or talks. Assisting with the security, functionality & cleanliness of the collection / exhibits <p>What will the Museum expect from me?</p> <ul style="list-style-type: none"> To act in way that delivers the core values of The Tank Museum with <i>Integrity, Care, Ambition and Passion</i> To be the friendly welcome of the Museum and deliver excellent customer service To wear the uniform provided Maintain good working relationships with employees, other volunteers and visitors Assist with the training of new volunteers Undertake appropriate training and attend department meetings To abide by the Museum's policy and procedures To abide by the Museum's expected conducts and standards <p>What can I expect from the Museum?</p> <ul style="list-style-type: none"> A welcoming and enjoyable experience The opportunity to learn and develop new skills and experience To be treated fairly and with respect The opportunity to meet people from all walks of life and make new friends Free entry for you and a guest to the Museum; discount in our Restaurant and Shop Reimbursement of travel expenses (currently up to £15.00 per day) Free parking when carrying out volunteering duties
Who would this suit?	<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"> Are welcoming, approachable, helpful and enjoy talking to people Are proactive with a positive nature, an interest in providing an excellent visitor experience Enthusiastic and interested to learn about the Museum

	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 an existing volunteer who will provide further training and support. Direct supervision and support will be provided by your designated volunteer coordinator and the Duty Managers.
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