



Visitor Services Assistant

Job 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.

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.

The large and busy Museum shop stocks a vast array of gifts and military memorabilia for a wide variety of people.

The Visitor Services Assistant will play a pivotal role in supporting the Visitor Services Manager and team in meeting and greeting visitors, providing an excellent information service, and a magnificent retail experience for a wide variety of visitors.

ROLE PROFILE

Job Title	Visitor Services Assistant
Department	Admissions/Sales
Contract	
Salary	
Key Relationships	Visitor Services Manager /Supervisor and Team Leaders Museum Wardens and Museum Warden Volunteers
Overall Job Purpose	Supporting the Visitor Experience Team in providing the best possible experience for all visitors. Ensure that admissions and shop operate to the highest standard and profitability.
Key Accountabilities	<ul style="list-style-type: none"> • Ensuring that stock is correctly priced and displayed • Maintaining adequate levels of stock in the shop • Supporting the Commercial Team in the operation of Visitor Events • Dealing with sales of retail merchandise including cash handling. Ensuring all financial transactions are accurately recorded and procedures adhered to • Providing general visitor information • Liaising with Museum Wardens on daily event schedules • Sales of admission and events tickets • Ensure that the admission area holds the correct level of visitor information • Ensuring the admissions area and shop area are tidy at all times • Maintaining clean and clutter free stock rooms • Help to meet Guidebook and SPH targets
	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
Knowledge & Skills	The ability to handle cash transactions Good customer service 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 5 days out seven including weekends also to support evening weekend events when required.	