



## **Visitor Services Assistant**

### **Job Description**

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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 21<sup>st</sup> 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 Team in meeting and greeting visitors, providing an excellent information service, and a magnificent retail experience for a wide variety of visitors.

## ROLE PROFILE

<b>Job Title</b>	<b>Visitor Services Assistant</b>
<b>Department</b>	Front of House
<b>Contract</b>	Zero hours - including some weekend and bank holiday working.
<b>Key Relationships</b>	Visitor Services Manager /Deputy Visitor Services Manager / Visitor Services Team Leader.
<b>Overall Job Purpose</b>	Supporting the Visitor Services Manager, Deputy Visitor Services Manager and Team Leaders in providing the best possible experience for all visitors ensuring that admissions and shop operate to the highest standard and profitability.
<b>Key Accountabilities</b>	<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:-</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Sales of admission and event tickets, including promoting all our various offers and promotions, such as Membership, Guide book sales, Gift Aid etc.</li> <li>• Ensuring stock is correctly priced and displayed.</li> <li>• Supporting the Commercial Team in the operation and delivery of Visitor Events</li> <li>• Dealing with sales of retail merchandise including cash handling, ensuring all financial transactions are accurately recorded and procedures are adhered to.</li> <li>• Liaising with other museum departments and accommodating enquiries to help with the smooth running of the Museum</li> <li>• Ensuring the admissions area and retail area are tidy and free of clutter at all times.</li> <li>• Liaising with Museum Guides on daily event schedules.</li> <li>• Ensuring the admission area holds the correct level of visitor information.</li> </ul>
	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 5 days out seven including weekends also to support evening weekend events when required.	