

TANK MUSEUM ROLE PROFILE

Job Title	Warden
Job Grade	
Function	Facilities
Name of Current Job Holder	N/A
Reports To	
Number of Direct Reports	

Overall Job Purpose	<p>To ensure the Museum is presentable to visitors.</p> <p>To supervise the museum and visitors whilst acting as the first point of contact for visitors.</p> <p>To monitor the Health, Safety, Environmental and Fire Prevention (SHEF) services as well as the condition of all supporting public services.</p> <p>To assist, under direction, with the general support and operation of the museum.</p>
Key Accountabilities	<p>Patrolling</p> <ul style="list-style-type: none"> • To interact with our visitors to provide information regarding the collection and the services provided by the museum • To act as the first point of contact for enquiries of all nature including complaints • To uphold the security of the collection on display • To inspect at prescribed intervals the services and supporting facilities • To act as first aiders for the public, know the procedure for calling the emergency services and reporting incidents <p>Monitoring of Displays</p> <ul style="list-style-type: none"> • The routine opening up and closing down, of exhibitions • Checking at prescribed intervals the security of the collection and exhibitions • Checking at prescribed intervals the quality of video, interactives and films • Ensure that all vehicles and displays are kept thoroughly clean. • Reporting any breakdowns and the placing of temporary signs if required

	<ul style="list-style-type: none"> • Reporting customer feedback and comments on displays <p>Monitoring Safety, Health, Environment, Fire Procedures and Supporting Services</p> <ul style="list-style-type: none"> • Ensuring there are no hazards and that all is operating correctly • Checking the cleanliness and overall tidiness of the museum as per schedules • Ensuring emergency evacuation procedures are followed correctly <p>Interpret the Collection</p> <ul style="list-style-type: none"> • To know about the collection and exhibits on display, so as to be able to give the visitors a relative amount of information on each exhibit • To know from where and whom to obtain more detailed information • To advise visitors on how to obtain more information • Reporting customer feedback on the collection <p>Provision of General Support</p> <ul style="list-style-type: none"> • Open up and close down the museum and all its facilities • To operate and continually listen on the museum radios, when on duty • Reporting faults, breakdowns or SHEF issues to the Floor Manager • Assisting with general maintenance within the museum (DIY maintenance) • Understand the need for security procedures and key control • Assist at special functions, events and visits • Supervision of contractors on site including community service
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<p>Person Specification (Personal attributes essential to performing role: e.g. skills, competencies, expertise, knowledge, experience)</p>	<p>Knowledge, Technical skills</p> <p>Essential</p> <ul style="list-style-type: none"> • Attention to detail • Good organisational skills • Ability to interact with all museum departments is essential. <p>Preferred</p> <ul style="list-style-type: none"> • Strong communication verbal skills when dealing with public • Previous experience dealing with Public • Be able to give presentations and talks to general public • Common sense and initiative • Dependability and flexibility of hours of work
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Agreed by Job Holder	Name	Signature	Date
Agreed by Line Manager	Name	Signature	Date
Co-signed by HR	Name	Signature	Date