



## **Stockroom and Internet Sales Team Leader**

### **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. As part of the store development, we are planning a new processing area in our main large stock room where all store deliveries will be sorted, processed, priced and stored ready for the shop floor. Therefore the Stockroom and Internet Sales manager will play a pivotal role in supporting the Visitor Services Manager and team in creating an excellent retail experience for a wide variety of visitors and internet shoppers.

## ROLE PROFILE

<b>Job Title</b>	<b>Stockroom Processing and Internet Sales</b>
<b>Department</b>	Admissions/Sales
<b>Contract</b>	Full time
<b>Salary</b>	£18,000 - £20,000
<b>Key Relationships</b>	Visitor Services Manager /Visitor Services Team/ Operations Team
<b>Overall Job Purpose</b>	<p>Supporting the Visitor Services Manager and Duty Manager in providing the best possible availability of all stock processed, stored and priced in a timely fashion. Fulfilling all Internet shop orders in a timely fashion and ensuring 100% internet customer satisfaction.</p> <p>Ensure that admissions and shop operate to the highest standard and profitability.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Ensuring all back area operations are carried out efficiently.</li> <li>• Ensuring all stock is correctly processed, priced and stored.</li> <li>• Responsible for fulfilling all internet shop orders.</li> <li>• Maintaining all invoice information and Merac stock inventory.</li> <li>• Supporting the Commercial team in the operation of Visitor Events.</li> <li>• Managing all Visitor services stationary, stickers, etc, procurement.</li> <li>• Responsible for all back area space management.</li> <li>• Ensuring the back areas adhere to health and safety guidelines and are clean and clutter free.</li> <li>• Ensure that all personal projects and targets are achieved</li> </ul>
	<p>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.</p>

# Person Specification

	Essential	Desirable
Qualifications	Good standard of education	
Experience	Experience of working in a customer service operation	Experience of working in a sales stock processing 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.	