



Operations Manager

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 recent war in Afghanistan. The entire collection has Designated Status.

Over 200,000 people visit the Tank Museum every year where we bring the history of tanks and tank crew to life...Supported by the world's best collection of tanks & action packed live displays.

The Tank Museum's Operation Department is responsible for all aspects of the daily operation of the Museum, to provide the best visitor experience.

The role is responsible for the physical resources and ancillary services to support the operation and is responsible for all aspects of health & safety within the Museum.

The Operations Manager is a key post reporting to the Head of Operations of the Museum, managing a team of Museum Guides (both employees and volunteers), and maintenance staff.

ROLE PROFILE

Job Title	Operations Manager
Contract	Full Time/Permanent
Key Relationships	Head of Operations, Events Manager,
Overall Job Purpose	Working with the Head of Operations you will motivate and lead the Museum Guide Team in helping to deliver the best possible visitor experience. You will manage the maintenance team and organise and oversee external site operation contractors in providing the best and most cost effective service to the Museum. You will be responsible for all aspects of Health and safety within the Museum.
Key Accountabilities	<p>Management responsibilities</p> <ul style="list-style-type: none"> • Engage guides and other museum staff to deliver the best possible visitor experience • Management of allocated cost headings to set budget • Manage the day to day operation of The Museum floor allocating duties and responsibilities to staff and volunteers • Provide direct input and support to the Events and Education teams in the implementation and organisation of events and special activities • Recruit, induct, and train a team of employed and volunteer guides, maintenance staff • Responsible for development and maintenance of operational systems <p>Facilities management responsibilities</p> <ul style="list-style-type: none"> • Supervision and control of MoD and Museum contractors on site • Ensure that the condition of buildings and fittings, all outside areas and exhibitions, are maintained to high standard • The reporting of faults and the monitoring of their repair • The maintenance of all museums' amenities available to the general public, via the maintenance team • The control of keys and the location of security devices • Controlling, stock levels, storage, inspection, movement and usage of pyrotechnics • Maintaining of operation registers • The overall cleanliness of the museum and all its facilities • The provision of tools, equipment to support events and the Museum radio network • Health & Safety, SAFE and security management • Liaise with HQ ARMCCEN regarding Fire, H&S and Security matters • Provision, monitoring and checking of First Aid equipment

	<ul style="list-style-type: none"> Emergency procedures for staff and general public
	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		SAFE qualifications are highly desirable IOSH/NEBOSH qualification desirable
Experience	Experience in managing a team Experience of working in a customer service environment Experience in dealing with Health & Safety	Experience of working as an Operation Manager.
Knowledge & Skills	People management skills Good IT Skills Good communications skills Excellent organisational skills	Knowledge of 20 th century military history Project management skills
Personal aptitude & skills	Focussed on customer service Flexible	
Disposition	Enthusiastic and committed	

Other requirements	The ability to act as a Duty Manager for the Museum	
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