



Head of Commercial Operations

Job Description

The award winning 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. The Museum is an educational charity that tells the story of the tank and the people who served in them.

Based at Bovington Camp in Dorset, 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 vast 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 war in Afghanistan. The entire collection has Designated Status.

Our commercial operations for the Museum today turnover in excess of £4m. As the Head of Operations you will be expected to set the standards within the Museum to ensure that we always provide excellent service delivery and the best visitor experience. This is a Senior Management role reporting to the Deputy Director and will play a key part in the creative development of any commercial opportunities. You will be responsible for the operation and budgets for the busy restaurant and catering outlets, admissions and retail shop, operations, maintenance and corporate events. This role is also responsible for the delivery of the Museum's own major events such as Tankfest and is a key position for the development of how the museum best uses the collection to ensure the visitors leave inspired by their visit and want to return again. This position is responsible for all aspects of health & safety within the Museum operation.

ROLE PROFILE

Job Title	Head of Commercial Operations
Department	Operations
Reports To	Deputy Director
Number of Direct Reports	Visitor Services Manager, Event Manager, Operations Manager, Catering Manager
Overall Job Purpose	To effectively manage commercial development and excellence in visitor services across the museum. Creative and entrepreneurial thinking is essential to this role, embracing new ideas and innovations to ensure the museum continues to be the best military museum in the UK. To develop the Operations Team, continually striving to ensure all staff and volunteers are prepared and supported to excel in their performance and deliver excellence at all times. To work closely with the Senior Management Team to improve standards of internal communication, teamwork, performance and quality across the museum.
Key Accountabilities	<ul style="list-style-type: none"> • To manage the strategic development of all commercial activities in the museum (Ticketing, Retail, Catering and Events). You will be a member of the senior management team and involved in the strategic planning of the organisation as a whole. • To effectively manage the daily operation of the museum ensuring excellent service delivery standards are achieved and all operational procedures are adhered to. • To develop the visitor experience through the Museum Guide team, regularly implementing and monitoring new tours, talks and activities. Creatively improving the quality of the product in every aspect of the visit. • To monitor income and expenditure throughout the operations department ensuring all commercial opportunities are maximised and best value is achieved for all expenditure. • To effectively plan, manage and control the Operations department staffing and operational budgets. • To respond positively to visitor feedback, objectively evaluate the data and use it to assist in decision making and deal with visitor complaints in a timely manner. • To maintain cost effective partnerships and supply chains and improve systems and procedures within The Tank Museum to assist the delivery of museum's budget. • To effectively manage the operation of the maintenance team and contractors ensuring the museum is presented at its best at all times. • Overall responsibility of health & safety for both visitors and staff. Ensuring accurate record keeping of relevant documentations including risk, COSHH and HACCP assessments, external contractor permits
The duties and responsibilities in this job are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.	

Person Specification

	Essential	Desirable
Qualifications	Degree level qualification or equivalent	Commercial / Tourism / Event / Catering Management Qualification IOSH / NEBOSH qualification
Experience	5 years' experience in managing multi-dimensional team. Experience of managing a team to deliver a high quality customer experience in a competitive market. Experience of managing health & safety within an organisation.	5 years' experience in managing a commercial or operational department of a tourist attraction.
Knowledge	Excellent people management skills Knowledge of managing budget control Good IT skills including Microsoft Office packages Good communications skills	Excellent financial analytical skills Knowledge of 20 th century military history Project management skills
Personal aptitude & skills	Creative innovator Team success focussed Flexible Good leadership skills	
Disposition	Enthusiastic, committed and ambitious for success	
Other requirements	The ability to work some weekends. Driving licence	