



Deputy Visitor Services 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 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 Deputy Visitor Services Manager, together with the Visitor Services Manager, will be responsible for managing the Museum Shop and Front of House facility including the management of the visitor services team to provide excellent customer and information services with a magnificent retail experience for a wide variety of visitors.

ROLE PROFILE

Job Title	Deputy Visitor Services Manager
Department	Commercial
Contract	Full time permanent
Salary	£22,000
Key Relationships	Visitor Services Manager Visitor Sales Supervisors Museum Guides and Museum Volunteers
Overall Job Purpose	To help the Visitor Services Manager in providing the best possible experience for all visitors. Ensure that admissions and shop operate to the highest standard and profitability. Ensuring that the Admissions Area and Team reflect The Museum’s commitment to the Visitor Experience and that “First Impressions” are always of the highest standard.
Key Accountabilities	<p><u>Financial</u></p> <ul style="list-style-type: none"> • Carry out strategies with the Visitor Services Manager ensuring that the Trading Company Shop achieves its financial budgets. • Ensuring that all financial transactions are accurately recorded and procedures adhered to by all staff. <p><u>Merchandising</u></p> <ul style="list-style-type: none"> • Responsible for stock control and pricing • Responsible for displaying merchandise and information within the Museum shop and admissions area to the required operational standards. <p><u>Staffing</u></p> <ul style="list-style-type: none"> • Day to Day deployment of staff • Overseeing training and development • Maintaining compliance with Museum policies • Ensuring staff deliver the highest levels of customer service. • Development and adherence to department standard operating procedures (SOPs). • Compliance to Museum Health and Safety policies and procedures. <p><u>Operations</u></p> <ul style="list-style-type: none"> • To act as the Weekend Duty Manager as part of a rota and be able to support evening events as Duty Manager. • Support the Events Team in the setup and operation of Visitor events. • Ensure that all tasks conducted by the Visitor Services Team are carried out effectively, efficiently and on time.
	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	Relevant degree or retail management qualification
Experience	Experience of managing or a supervisor role in a retail operation	Experience with Epos and ticketing
Knowledge & Skills	<p>Good people management skills</p> <p>Financial management skills</p> <p>The ability to lead excellent customer service.</p> <p>Retail and merchandising skills</p>	Interest in military history and armoured warfare
Personal aptitude & skills	<p>The ability to lead a successful team</p> <p>The ability to communicate well with internal and external contacts.</p> <p>Flexible</p> <p>Attention to detail and accuracy</p> <p>Well organised</p>	Creative flair
Disposition	Be positive and committed	
Other requirements	Able and willing to work 5 days out seven including some weekends also to support evening and weekend events when required.	