National Army Museum Trading Limited

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Retail and Admissions Supervisor

Post No: Various

Person Specification

CRITERIA	STANDARD	E/ D	EVIDENCE
Qualifications & Training	Relevant Qualification in customer service	D	Certificate
	First Aid trained		
Experience & Knowledge	Minimum 2 years proven supervisory experience in a retail, customer/visitor experience operation.	E	Application and Interview
	Experience of managing teams.		
	Experience of producing daily rotas, minimising any risk to service and sales.		
	Cash Handling and cashing up experience		
	Experience of working in a customer service environment and delivery of excellent service.		
	Experience and knowledge of selling and achieving sales targets.		
	Experience of using EPOS and ticketing systems		
	Awareness of PCI Compliance and Data Protection Act.		
Experience & Knowledge	Experience of working in an Early Years Facility and dealing with children and families.	D	
	Experience of managing venue hire, selling packages and up-selling.		
	Experience of managing volunteers.	D	Application and Interview
	Knowledge of Health & Safety at work regulations and best practice.		
Skills & Abilities	Good visual merchandising skills and excellent product knowledge.	E	Application and Interview

circumstances KEY: E = Essential	may be required and may include some overnight stays. D = Desirable		
Particular	Travel to other venues <i>e.g. Stevenage store</i>	E	Interview
	Understanding of working in support of equality and diversity at all times.		
	Keen to learn and build knowledge of the Museum.		
	Ability to inspire, motivate and develop teams.		
	Ability to work flexibly and adapt to change.		
	Reliable, Responsible and Trustworthy.		
	initiative in different situations.		and Interview
Aptitudes	Enthusiastic, proactive and able to use	E	Application
	Familiarity with MAC OSX and Apple Mail.		
	skills and experience of using databases. EPOS and stock control systems.		
	Interest in military history. Computer literate with good word processing		
	listening and numeracy skills.	D	
	Excellent written, verbal communication,		
	Competent communicator – able to communicate with a broad range of people. Sound decision making skills, able to assess a situation and resolve to a positive outcome.		
	Able to multi-task, work under pressure and to tight deadlines.		
	Able to deliver high-level customer care and inspire a team to do the same.		
	Proactive sales skills and the drive to exceed financial targets.	E	