

National Army Museum Trading Limited

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Birthday Party Coordinator

Post No: NAMTL 233

Person Specification

| CRITERIA | STANDARD | E/ D | EVIDENCE |
|---|--|-----------------|---|
| Qualifications & Training | First Aid trained, or willing to undertake First Aid training | E | Certificate/ Application/ Interview |
| | Relevant qualification in customer service | D | |
| Experience & Knowledge | Minimum 1 years proven experience in an events, customer/visitor experience operation | E | Application and Interview |
| | Experience of delivering an excellent customer experience | E | |
| | Experience of building customer rapport and confidently dealing with visitors and external clients | E | |
| | Experience of working in an Early Years Facility/or similar and engaging with children and families. | D | |
| | Experience of managing small scale venue hire, selling packages and up-selling. | D | |
| | Experience and knowledge of selling and working to sales targets. | E | |
| | Experience of using EPOS and ticketing systems | D | |
| | Awareness of PCI Compliance and GDPR | E | |
| | Experience of delivering children's birthday party events. | D | |
| Knowledge of Health & Safety at work regulations and best practice. | E | | |
| | Knowledge of Safe guarding of children policies and procedures | D | |
| Skills & Abilities | The confidence to make informed suggestions and implement changes and improvements | E | Application and Interview |

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|------------------|--|---|---------------------------|
| | <p>Proactive sales skills and the drive to exceed financial targets.</p> <p>Commitment to delivering high-level customer care</p> <p>Able to multi-task, work under pressure and to tight deadlines.</p> <p>Proven ability to work independently and unsupervised, as well as part of a team, supportive and able to positively contribute to a cohesive working environment.</p> <p>Competent communicator – able to communicate confidently with a broad range of people.</p> <p>Sound decision making skills, able to assess a situation and resolve to a positive outcome.</p> <p>Excellent written, verbal communication, listening and numeracy skills.</p> <p>Interest in military history.</p> <p>Computer literate with good word processing skills, excel competent and experience of using databases and EPOS</p> <p>Familiarity with MAC OSX and Apple Mail.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> | |
| Aptitudes | <p>Enthusiastic, proactive and able to use initiative in different situations.</p> <p>Reliable, Responsible and Trustworthy.</p> <p>Ability to work flexibly and adapt to change.</p> <p>Keen to learn and build knowledge of the Museum.</p> <p>Understanding of working in support of equality and diversity at all times.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | Application and Interview |
| Other | <p>Have a flexible approach to working hours, and able to accommodate weekend hours in order to facilitate event delivery</p> | <p>E</p> | Interview |

KEY: E = Essential

D = Desirable