

**National Army Museum Trading Limited**

Royal Hospital Road, Chelsea, London SW3 4HT

**Enterprise Division**

**Post: Birthday Party and Play Base Coordinator**

**Post No: NAM 903**

**Person Specification**

<b>CRITERIA</b>	<b>STANDARD</b>	<b>E/ D</b>	<b>EVIDENCE</b>
<b>Qualifications &amp; Training</b>	First Aid trained, or willing to undertake First Aid training	E	Certificate/ Application/ Interview
	Relevant qualification in customer service	D	
<b>Experience &amp; Knowledge</b>	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.	E	
	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	
<b>Skills &amp; Abilities</b>	The confidence to make informed suggestions and implement changes and improvements	E	Application and Interview

	<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>	
<b>Aptitudes</b>	<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>Ability to inspire, motivate and develop teams.</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> <p>E</p>	Application and Interview
<b>Other</b>	<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**