

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations Division

Post: Deputy Front of House Manager

Post No.: NAM 255

Person Specification

CRITERIA	STANDARD	E/ D	EVIDENCE
Qualifications & Training	Relevant Qualification in customer service	D	Certificate
	First Aid trained (or willingness to undertake)	E	
Experience & Knowledge	Minimum 2 years proven experience in a Deputy/Assistant Manager role, in a customer/retail/visitor experience operation.	E	Application and Interview
	Demonstrated experience in successfully managing, leading and developing a multi-function operation and large team/s, including HR processes and Occupational Health referrals.	E	
	Demonstrated understanding of the role procedures and processes play in a Museum front of house operation and proven ability to implement and ensure adherence across a team/s.	E	
	Demonstrated experience and knowledge of utilising selling skills to achieve and exceed sales targets, with and through teams.	E	
	Experience of working in a customer facing environment and leading a team in the delivery of excellent visitor engagement.	E	
	Demonstrated experience in utilising sales reports to drive income and KPI (Key Performance Indicator) growth.	E	
	Experience of producing rotas, effective deployment of staff and minimising any risk to operational requirements and sales.	E	
	Awareness of Front of House Operations and Security procedures in a customer/visitor facing environment.	E	
	Experience leading on accurate cash handling and cashing up.	E	
	Experience and knowledge in the use of EPOS and ticketing systems	E	

	<p>Knowledge of Health & Safety at work regulations and best practice.</p> <p>Awareness of Data Protection Act.</p> <p>Experience of managing volunteers.</p> <p>Knowledge of Safeguarding policies and procedures</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	
Skills & Abilities	<p>Able to deliver high-level customer engagement at all visitor touchpoints and inspire a team to do the same.</p> <p>Proactive sales skills and demonstrated experience in exceeding financial targets, with and through a team.</p> <p>Good visual merchandising skills and demonstrated ability to create commercially driven and visually appealing shop displays.</p> <p>Proven ability to work independently and unsupervised.</p> <p>Proven decision-making skills, able to manage challenging situations, and independently resolve to a positive outcome.</p> <p>Competent communicator – able to communicate with a broad range of people.</p> <p>Excellent written, verbal communication, listening and numeracy skills.</p> <p>Computer literate with good word processing skills, excel competent and experience of using databases.</p> <p>Interest in military history.</p> <p>Familiarity with MAC OSX.</p>	<p>E</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>D</p>	Application and Interview
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>Awareness of Equality Act 2010 and clauses relating to disability awareness.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	Application and Interview

Other	Have a flexible approach to working hours, and able to accommodate weekend hours/evening work.	E	Interview
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KEY: E = Essential

D = Desirable

[March 2026]