

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 First Aid trained	D	Certificate
Experience & Knowledge	Minimum 2 years proven supervisory experience in a retail, customer/visitor experience operation. 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.	E	Application and Interview
Experience & Knowledge	Experience of working in an Early Years Facility and dealing with children and families. Experience of managing venue hire, selling packages and up-selling.	D	
	Experience of managing volunteers. Knowledge of Health & Safety at work regulations and best practice.	D	Application and Interview
Skills & Abilities	Good visual merchandising skills and excellent product knowledge.	E	Application and Interview

	<p>Proactive sales skills and the drive to exceed financial targets.</p> <p>Able to deliver high-level customer care and inspire a team to do the same.</p> <p>Able to multi-task, work under pressure and to tight deadlines.</p> <p>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.</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 and experience of using databases. EPOS and stock control systems.</p> <p>Familiarity with MAC OSX and Apple Mail.</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>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>	E	Application and Interview
Particular circumstances	<p>Travel to other venues <i>e.g. Stevenage store</i> may be required and may include some overnight stays.</p>	E	Interview

KEY: E = Essential

D = Desirable