

**National Army Museum**  
Royal Hospital Road, Chelsea, London SW3 4HT

**Operations Division**

**Post: Visitor Experience Assistant**

**Post No: Various**

**Person Specification**

<b>CRITERIA</b>	<b>STANDARD</b>	<b>E/D</b>	<b>EVIDENCE</b>
<b>Qualifications</b>	Relevant qualification in Customer Service.	D	Certificate
<b>Experience</b>	<p>Experience in working with the public in a customer-facing environment.</p> <p>Proven ability of dealing with a wide range of customers and needs, to a high standard.</p> <p>Proven ability to work effectively as part of a team, supportive and able to positively contribute to a cohesive working environment.</p> <p>Proven ability to work independently, remain self-motivated; carry out duties and follow procedures to the expected standards.</p>	E	Application and Interview
	<p>Experience of working in a heritage site or visitor attraction.</p> <p>Experience of implementing Health and Safety procedures, including fire evacuations.</p>	D	Application and Interview
<b>Knowledge</b>	A sound knowledge of Health & Safety at work regulations and best practice.	E	Application and Interview

	<p>Awareness of Equality Act 2010 and clauses relating to disability awareness.</p> <p>Awareness of Safeguarding of children policies and procedures.</p> <p>Awareness of Front of House Operations and Security procedures in a Visitor Attraction.</p>	D	Application and Interview
<b>Skills</b>	<p>Ability to communicate with a wide range of people and respond to differing demands and needs positively.</p> <p>Excellent verbal communication, listening and literacy and numeracy skills.</p> <p>Sound decision-making skills, able to understand a situation and respond appropriately.</p> <p>Ability to work calmly and professionally under pressure. Responds positively to changing demands.</p>	E	Application and Interview
	<p>First Aid trained or willing to undertake training.</p>	E	Application and Interview
<b>Aptitudes</b>	<p>Commitment to providing a high level of customer service and care.</p> <p>Enthusiastic, proactive and able to use initiative in different situations.</p> <p>Reliable, Responsible and Trustworthy.</p> <p>Good team player.</p> <p>Confident in communicating with the public.</p> <p>Keen to learn and build knowledge of the Museum.</p>	E	Application and Interview

	Understanding of working in support of equality and diversity at all times.		
	Interest in, and knowledge of military history.	D	Application and Interview
<b>Particular circumstances</b>	Travel to other venues <i>e.g. Stevenage store</i> may be required and may include some overnight stays.	E	Interview

**KEY: E = Essential**

**D = Desirable**

[February 2022]