

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations Division

Post: Senior Front of House Assistant

Post No: NAM 217

Person Specification

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	Relevant qualification in Customer Service.	D	Certificate
	First Aid trained (or willingness to undertake)	E	
Experience	Experience of working in retail or selling environment.	E	Application and Interview
	Proven ability of dealing with a wide range of customers and needs, to a high standard.	E	Application and Interview
	Proven ability of using effective selling skills to drive and achieve sales targets and KPIs.	E	Application and Interview
	Experience of working in a customer facing environment and working as part of a team in the delivery of excellent customer engagement.	E	Application and Interview
	Experience of using EPOS and or ticketing systems; processing transactions accurately.	E	Application and Interview
	Proven ability to follow cash handling, PCI compliance and banking procedures accurately and to a high standard.	E	Application and Interview
	Experience of maintaining stock control and shop replenishment standards.	E	Application and Interview
	Experience of creating and maintaining visual merchandising standards.	E	Application and Interview
	Experience of working in an Early Years Facility and dealing with children and families.	D	Application and Interview
	Proven ability to work effectively as part of a team, supportive and able to positively contribute to a cohesive working environment.	E	Application and Interview
	Proven ability to work independently, remain self-motivated; carry out duties and follow procedures to the expected standards.	E	Application and Interview
	Experience of implementing Health and Safety procedures, including fire evacuations.	D	Application and Interview

Knowledge	A sound knowledge of Health & Safety at work regulations and best practice.	E	Application and Interview
	Awareness of Equality Act 2010 and clauses relating to disability awareness.	D	Application and Interview
	Awareness of Safe Guarding of children policies and procedures.	D	Application and Interview
	Awareness of Front of House Operations and Security procedures in a Visitor Attraction.	D	Application and Interview
	Awareness of PCI Compliance and Data Protection Act.	E	Application and Interview
Skills	Ability to communicate with a wide range of people and respond to differing demands and needs positively.	E	Application and Interview
	Excellent verbal communication, listening, literacy and numeracy skills.	E	Application and Interview
	Sound decision-making skills, able to understand a situation and respond appropriately.	E	Application and Interview
	Ability to work calmly and professionally under pressure. Responds positively to changing demands.	E	Application and Interview
	Able to confidently take on responsibility.	E	
	Interest in, and knowledge of military history.	D	Application and Interview
Aptitudes	Commitment to providing a high level of customer service and care.	E	Application and Interview
	Enthusiastic, proactive and able to use initiative in different situations.	E	Application and Interview
	Reliable, Responsible and Trustworthy.	E	Application and Interview
	Good team player.	E	Application and Interview
	Keen to learn and build knowledge of the Museum.	E	Application and Interview
	Understanding of working in support of equality and diversity at all times.	E	Application and Interview
Particular circumstances	Travel to other venues e.g. <i>Stevenage store</i> may be required and may include some overnight stays.	E	Interview

KEY: E = Essential

D = Desirable

[March 2026]