

National Army Museum Trading Limited

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Birthday Party Coordinator

Post No: NAMTL 233

Person Specification

CRITERIA	STANDARD	E/ D	EVIDENCE
Qualifications & Training	First Aid trained, or willing to undertake First Aid training	D	Certificate/ Application/ Interview
	Relevant qualification in customer service	D	
Experience & Knowledge	Proven, minimum 1 years proven experience of working in a customer service environment, either hospitality, events, or retail	E	Application and Interview
	Experience of delivering an excellent customer experience	E	
	Experience of building customer rapport, confidently dealing with visitors and guests and growing organisational reputation	E	
	Proven experience and knowledge of working to sales targets, selling packages, up-selling and achieving sales targets	E	
	Experience of working with and engaging with children and families.	D	
	Experience of delivering children's birthday party events or small scale events	D	
	Proven ability to work effectively as part of a team, supportive and able to positively contribute to a cohesive working environment.	E	
	Proven ability to work independently, remain self-motivated; carry out duties and follow procedures to the expected standards.	E	
	Awareness of PCI Compliance and GDPR	E	
	Knowledge of Health & Safety at work regulations and best practice.	E	

	Knowledge of Safe guarding of children policies and procedures	D	
Skills & Abilities	The confidence to make informed suggestions and implement changes and improvements	E	Application and Interview
	Able to deliver high-level customer care and inspire others to do the same	E	
	Commitment to delivering high-level customer care	E	
	Proactive sales skills and the drive to exceed financial targets.	E	
	Able to multi-task, work under pressure and to tight deadlines.	E	
	Proven ability to work independently and unsupervised	E	
	Competent communicator – able to communicate confidently with a broad range of people.	E	
	Sound decision making skills, able to read, assess a situation and resolve to a positive outcome.	E	
	Excellent written, verbal communication, listening and numeracy skills.	E	
	Computer literate with good word processing skills, excel competent and experience of using databases.	E	
	Familiarity with MAC OSX and Apple Mail.	D	
Aptitudes	Enthusiastic, proactive and able to use initiative in different situations.	E	Application and Interview
	Reliable, Responsible and Trustworthy.	E	
	Ability to work flexibly and adapt to change.	E	
	Good team Player	E	
	Keen to learn and build knowledge of the Museum, job role and deliverables	E	
	Understanding of working in support of equality and diversity at all times.	E	

Other	Have a flexible approach to working hours, and able to accommodate weekend hours in order to facilitate Birthday Party delivery	E	Interview
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KEY: E = Essential

D = Desirable