

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations & Resources Division

Post: Data Officer

Person Specification

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	Educated to degree level (or equivalent) in a relevant subject.	E	Certificate
	Salesforce Administrator certification.	D	
	CRM administration and database management experience.	E	
	Experience of working in a museum, heritage or similar environment with knowledge of museum, archive and library cataloguing standards.	D	
Experience	Experience in advising organisations about CRM best practice and supporting CRM development.	D	Application and Interview
	Experience of working with varied types of data and databases.	E	
	An excellent level of IT literacy.	E	
	Experience of change management.	D	
	Experience of managing volunteers.	D	
	Knowledge of CRM systems, e.g. Salesforce. Some knowledge of CRM customisation	E	
	Knowledge of common project management methodologies.	D	
Knowledge	Knowledge of Data Protection and Intellectual Property legislation and standards.	D	Application and Interview

	Knowledge/interest in British military history.	D	
	Excellent interpersonal and communication skills, capable of inspiring collaboration in an organisation.	E	
	Logical and analytical thinking.	E	
Skills	Ability to successfully work on own initiative as well as in a team.	E	Interview
Special Aptitudes	Strategic approach to problem solving.	E	Application and Interview
	Sound judgement and able to prioritise effectively.	E	
	Motivated and able to work in an agile organisation.	E	
	Excellent attention to detail.	E	
	Ability to travel to, and work at, the Museum's outstation in Stevenage.	D	

KEY: E = Essential D = Desirable

[November 2020]