

**National Army Museum Trading Limited**

Royal Hospital Road, Chelsea, London SW3 4HT

**Commercial Department**

**Post: Events Assistant – Venue Hire**

**Post No: NAMTL 232**

**Person Specification**

<b>CRITERIA</b>	<b>STANDARD</b>	<b>E/ D</b>	<b>EVIDENCE</b>
<b>Qualifications &amp; Training</b>	First Aid trained, or willing to undertake First Aid training.	D	Certificate/ Application
<b>Experience &amp; Knowledge</b>	<p>Minimum 12 months proven experience in an event (Museum, Visitor Attraction or Other), hospitality, or high-end customer service operation OR relevant degree level or equivalent qualification in customer service, events or hospitality.</p> <p>Experience of delivering an excellent customer and client experience.</p> <p>Experience of building customer rapport and confidently dealing with external clients and visitors.</p> <p>Experience in generating sales and utilising negotiation and sales skills.</p> <p>Experience in managing venue hire enquiries and administration duties/or similar.</p> <p>Experience in leading, planning and co-ordinating small -scale event hires from enquiry to delivery.</p> <p>Knowledge of events and venue hire industry and current trends.</p> <p>Awareness of PCI Compliance and GDPR.</p> <p>Knowledge of Health &amp; Safety at work regulations and best practice.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	Application and Interview
<b>Skills &amp; Abilities</b>	Excellent written, verbal communication and numeracy skills.	E	Application and Interview

	Excellent planning and organisational skills Able to multi-task, work calmly under pressure and prioritise workload.	E	
	Computer literate with good word processing skills and experience of using databases.	E	
	Proven ability to work independently and unsupervised, as well as part of a team, making a positive contribution.	E	
	Strong interpersonal skills – able to communicate confidently with a broad range of people.	E	
	Sound decision making skills, able to assess a situation and resolve to a positive outcome.	E	
	Able to move furniture such as tables and chairs, to facilitate the set-up of events.	E	
	Interest in military history.	D	
<b>Aptitudes</b>	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	
	Keen to learn and build knowledge of the Museum and the job role.	E	
	Understanding of working in support of equality and diversity at all times.	E	
<b>Other</b>	Have a flexible approach to working hours, and able to accommodate weekend/evening hours in order to facilitate event delivery.	E	Interview

**KEY: E = Essential**

**D = Desirable**

[July 2026]