

National Army Museum Trading Limited

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Events Assistant – Venue Hire

Post No: NAM 232

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, events or hospitality	D	
Experience & Knowledge	Minimum 6 months proven experience in an events, hospitality, customer/visitor experience operation	E	Application and Interview
	Experience of delivering an excellent customer experience	E	
	Experience of building customer rapport and confidently dealing with external clients and visitors	E	
	Experience in generating sales and utilising negotiation and sales skills	D	
	Experience in managing venue hire enquiries and administration duties/or similar	E	
	Experience in planning and co-ordinating small -scale event hires from enquiry to delivery	D	
	Awareness of PCI Compliance and GDPR	E	
	Knowledge of Health & Safety at work regulations and best practice.	E	
Skills & Abilities	Excellent written, verbal communication and numeracy skills	E	Application and Interview
	Excellent planning and organisational skills	E	

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

KEY: E = Essential

D = Desirable