

**National Army Museum Trading Limited**

Royal Hospital Road, Chelsea, London SW3 4HT

**Enterprise Division**

**Post: Retail and Admissions Manager**

**Post No: NAMTL 182**

**Person Specification**

<b>CRITERIA</b>	<b>STANDARD</b>	<b>E/ D</b>	<b>EVIDENCE</b>
<b>Qualifications &amp; Training</b>	Relevant Qualification in customer service.	D	Certificate
	First Aid trained.	D	
<b>Experience &amp; Knowledge</b>	Minimum 2 years proven management experience in a retail, customer/visitor experience operation.	E	Application and Interview
	Experience of creating and maintaining a high quality welcome/retail experience.	E	
	Have a track record for growing sales and exceeding targets.	E	
	Demonstrable experience in effectively managing budgets.	E	
	Experience of analysing and utilising sales reports to implement team and floor based actions.	E	
	Experience of producing monthly and daily rotas, minimising any risk to service and sales whilst ensuring operational efficiency.	E	
	Experience in identifying and effectively managing priorities, team tasks and projects (both day to day and short/long term) to meet deadlines and drive the business forward.	E	
	Experience of recruiting, training staff and managing staff performance.	E	
	Cash Handling and cashing up experience	E	
	Experience in managing an Early Years Facility or similar function inside a museum setting	D	
	Experience of selling event or catering packages and up selling.	D	
Experience of managing volunteers.	D		

	Knowledge of Health & Safety at work regulations and best practice.	D	
<b>Skills &amp; Abilities</b>	<p>Strong leadership and people management skills.</p> <p>Excellent visual merchandising skills and demonstrated understanding of how shop floor layout can impact on sales results.</p> <p>Able to deliver high-level customer care and inspire a team to do the same.</p> <p>Strong organisational and multitasking skills. Able to cope with competing demands.</p> <p>Competent communicator – able to communicate with a broad range of people.</p> <p>Sound decision making skills, able to assess a situation and resolve to a positive outcome.</p> <p>Excellent written, verbal communication, listening and numeracy skills.</p> <p>Computer literate with good word processing skills and experience of using databases. EPOS, stock control and ticketing systems.</p> <p>Familiarity with MAC OSX and Apple Mail.</p> <p>Interest in military and/or general history, culture and the arts.</p> <p>Understanding of Gift Aid</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>	Application and Interview
<b>Aptitudes</b>	<p>Enthusiastic with a positive attitude and able to motivate others.</p> <p>Reliable, Responsible and Trustworthy.</p> <p>Ability to work flexibly and adapt to change.</p> <p>Proactive, Flexible and hands on.</p> <p>Keen to learn and build knowledge of the Museum.</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> <p>E</p>	Application and Interview
<b>Particular circumstances</b>	Travel to other venues <i>e.g. Stevenage store</i> may be required and may include some overnight stays.	E	Interview

**KEY: E = Essential**

**D = Desirable**