

National Army Museum Trading Limited

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Retail and Admissions Supervisor

Post No: NAM 182

Person Specification

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications & Training	Relevant Qualification in customer service	D	Certificate
	First Aid trained		
Experience & Knowledge	Minimum 2 years proven supervisory experience in a retail, customer/visitor experience operation.	E	Application and Interview
	Experience of managing teams.	E	
	Experience of producing daily & monthly rotas, minimising any risk to service and sales.	E	
	Cash Handling and cashing up experience	E	
	Experience of working in a customer service environment and delivery of excellent service.	E	
	Experience and knowledge of selling and achieving sales targets.	E	
	Experience of using EPOS and ticketing systems	E	
	Awareness of PCI Compliance and Data Protection Act.	E	
	Experience of managing volunteers.	D	
	Knowledge of Health & Safety at work regulations and best practice.	E	
Knowledge of Safe guarding of children policies and procedures	D		

		E	
Skills & Abilities	The confidence to make informed suggestions and implement changes and improvements	E	Application and Interview
	Proactive sales skills and the drive to exceed financial targets, with and through a team.	E	
	Good visual merchandising skills and excellent product knowledge	E	
	Able to deliver high-level customer care and inspire a team to do the same.	E	
	Able to multi-task, work under pressure and to tight deadlines.	E	
	Proven ability to work independently and unsupervised, as well as part of a team, supportive and able to positively contribute to a cohesive working environment.	E	
	Competent communicator – able to communicate with a broad range of people.	E	
	Sound decision making skills, able to assess a situation and resolve to a positive outcome.	E	
	Excellent written, verbal communication, listening and numeracy skills.	E	
	Interest in military history.	D	
Computer literate with good word processing skills, excel competent and experience of using databases. EPOS (front & back end), stock control and ticketing systems.	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	
	Ability to inspire, motivate and develop teams.	E	
	Keen to learn and build knowledge of the Museum.	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/evening work.	E	Interview

KEY: E = Essential

D = Desirable

July 2021