

**National Army Museum Trading Limited**

Royal Hospital Road, Chelsea, London SW3 4HT

**Enterprise Division**

**Post: Retail and Admissions Supervisor**

**Post No: NAM Various**

**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		
<b>Experience &amp; Knowledge</b>	Minimum 2 years proven supervisory experience in a retail, customer/visitor experience operation.	E	Application and Interview
	Experience of leading developing and 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.	D	
	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		

<b>Skills &amp; Abilities</b>	<p>Able to deliver high-level customer care and inspire a team to do the same. [L] [SEP]</p> <p>Proactive sales skills and the drive to exceed financial targets, with and through a team.</p> <p>Proven ability to work independently and unsupervised.</p> <p>Proven ability to work as part of a team in a supportive manner and able to positively contribute to a cohesive working environment.</p> <p>The confidence to make informed suggestions and implement changes and improvements.</p> <p>Good visual merchandising skills</p> <p>Able to multi-task, work under pressure and to tight deadlines.</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>Interest in military history.</p> <p>Computer literate with good word processing skills, excel competent and experience of using databases. EPOS (front &amp; back end), stock control and ticketing systems.</p> <p>Familiarity with MAC OSX and Apple Mail.</p>	<p>E</p> <p>E</p> <p>E</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>E</p> <p>D</p>	<p>Application and Interview</p>
<b>Aptitudes</b>	<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>Ability to inspire, motivate and develop teams.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application and Interview</p>

	Keen to learn and build knowledge of the Museum.	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 hours/evening work.	E	Interview

**KEY: E = Essential**

**D = Desirable**