

National Army Museum Trading Limited (NAMTL)

Royal Hospital Road, Chelsea, London SW3 4HT

Commercial Department

Soft Play and Birthday Party Assistant

Post No: NAMTL 827

Reports to: Front of House Manager

Job Role

Reporting to the Front of House Management team and working as part of the Front of House team, you will be based in Play Base (Children's soft play). The Soft Play and Birthday Party Assistant is integral to the successful operational delivery of Play Base and its associated Birthday Party Package, together with maintaining and contributing to reputational growth. The post holder will be an active, hands-on presence, delivering an engaging experience, across all visitor touch points, from point of entry, through to exit; ensuring set up and pack down of Play Base and Birthdays is carried out with attention to detail and health and safety and cleanliness standards are met. Additionally, the role will support the Birthday Party Coordinator in preparing for pre-booked Birthday parties and on the day party delivery.

You will be pro-active, able to work independently as well as part of a team, have strong communication skills and be passionate about visitor/client engagement and service and enjoy working with children.

Job Description

The post-holder is responsible for:

1. Play Base

- a) Greeting and welcoming Play Base visitors, providing an engaging and informative brief, including terms and conditions of entry, health and safety, use of equipment and overall space and time frames of the session.
- b) Pro-actively invigilating throughout the session, to ensure visitors are enjoying themselves, terms and conditions are being adhered to, children are playing safely, health and safety is monitored, and any concerns are communicated to the visitor.
- c) Actively listening to and responding to visitor enquiries, feedback and complaints in a professional and courteous manner. Escalating to Front of House Management, where necessary, and keeping them informed.
- d) Preparing Play Base between sessions, for the next session; by tidying and re-setting, cleaning of equipment and activity toys, safety checking of equipment and ensuring the space is safe and clean, to welcome in the next session.
- e) Monitoring the cleanliness of Play base and its attached toilet facility. Promptly communicating any cleaning or re-stocking issues to the cleaners.

- f) Working with the wider Front of house team and utilising the Play Base operational check sheet to conduct regular equipment checks. Promptly escalating and reporting any issues or concerns to Front of House Management.
- g) Working with Front of House Management and the Learning team, to oversee the Play Base activity toys inventory, ensuring toys are rotated, kept refreshed and broken/worn toys are disposed of.

2. Birthday Parties

- a) Greeting and welcoming Birthday Party guests, escorting them to the party room and talking them through their Birthday party slot; including key timings, catering and room set up.
- b) Overseeing and co-ordinating on the day operational logistics and ensuring the Birthday Party delivery runs smoothly and efficiently.
- c) Ensuring the guest's journey is delivered to the Museum's high standards of experience and service and enhanced across all visitor touch points.
- d) Communicating with the Birthday Party guest at regular intervals throughout the party, to check that they are happy, have everything they need and there are no issues or concerns.
- e) Dealing calmly and confidently with on the day issues or concerns, which may arise, escalating to the Front of House Management, where necessary, and resolving to a positive outcome.
- f) Liaising and communicating with the café team, for on the day catering, to ensure that the birthday party guests catering needs are met.
- g) Acting as the on the day Museum point of contact, for any external entertainers who are on site and ensure that health and safety regulation is followed correctly, and any required documentation is completed.
- h) Promptly communicating with the cleaning and catering teams to ensure Play Base and the party room are tidy, clean, re-set and ready for the next party.
- i) Working with the Front of House Management and Birthday Party Coordinator and communicating any staffing support needed from the wider Front of House team, for on the day party delivery.
- j) Under the guidance of the Birthday Party Coordinator, assist and support in Birthday Party administration pre-party set up work, including birthday party bags, documentation of client order agreements, signage and room set up.

3. Internal Relationships

- a) Maintain effective communication and team working to build strong internal relationships, with all Museum Departments.
- b) Maintain effective lines of communication with the Birthday Party Co-Ordinator, to ensure the successful co-ordination and delivery of Birthday Parties.

- c) Promptly escalate and communicate any Birthday Party issues, concerns, and guest feedback or complaints to the Birthday Party Coordinator.
- d) As part of the Front of House Team, co-ordinate the use of Play Base, and movement of guests, into the party room, during Birthday Parties.

4. External Relationships

- a) To work closely with all in-house contractors (Including catering, security and cleaning) in the provision of excellent customer service.
- b) To communicate with and co-ordinate all external suppliers (including catering and entertainers).

5. Health & Safety

- a) Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- b) Produce risk assessments and method statements for all divisional activities.
- c) Attend regular Health and Safety training sessions to ensure an up-to-date knowledge of procedures and best practice.
- d) The post holder is required to be a trained first aider and have safeguarding awareness.

6. In addition, the post-holder is required to:

- a) Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- b) Ensure that the Museum's accounting and financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- c) To play a full part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Management Team.
- d) Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
- e) Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
- f) Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAMTL property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage.

- g) The post-holder must co-operate fully with the Management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Management Team.
7. The post-holder will wear the NAM official uniform, which will be issued on commencement. Uniform will be exchanged when required by the authority of the Front of House Manager. The Front of House team are generally, the first persons that the public see when visiting the Museum, therefore, dress and personal presentation must always be of the highest standard.
8. The post holder will be required to attend and actively participate in regular training sessions, to ensure up to date knowledge of the job role and its requirements. This training may be off site.
9. The appointment is fixed term for a period of 12 months (subject to a four-month probation period), working 24 hours per week (net), working 4 days out of 7. Due to the nature of the role, this includes regular weekend working. The salary is London Living Wage. The post holder is required to give two months' notice upon resigning.
10. The appointment will be subject to a security clearance.
11. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
12. The National Army Museum is an equal opportunities employer.

Glyn Pryor
Interim Director

October 2026

Signature:

Date: