

**National Army Museum Trading Limited**

Royal Hospital Road, Chelsea, London SW3 4HT

**Enterprise Division**

**Post: Soft Play and Birthday Party Assistant**

**Post No: NAMTL 827**

**Person Specification**

| <b>CRITERIA</b>                      | <b>STANDARD</b>                                                                                                                       | <b>E/<br/>D</b> | <b>EVIDENCE</b>                           |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------------|
| <b>Qualifications &amp; Training</b> | First Aid trained, or willing to undertake First Aid training                                                                         | D               | Certificate/<br>Application/<br>Interview |
|                                      | Relevant qualification in customer service                                                                                            | D               |                                           |
| <b>Experience &amp; Knowledge</b>    | Proven experience of working in a Soft Play, Early Years Facility/or similar and engaging with children and families.                 | E               | Application and Interview                 |
|                                      | Proven experience of building customer/client/guest rapport and delivering an excellent customer experience                           | E               |                                           |
|                                      | Proven ability of confidently dealing with a wide range of visitor and client needs and responding appropriately.                     | E               |                                           |
|                                      | Experience of delivering children's birthday party events or similar.                                                                 | D               |                                           |
|                                      | Proven ability to work effectively as part of a team, supportive and able to positively contribute to a cohesive working environment. | E               |                                           |
|                                      | Proven ability to work independently, remain self-motivated; carry out duties and follow procedures to the expected standards.        | E               |                                           |
|                                      | Awareness of PCI Compliance and GDPR                                                                                                  | E               |                                           |
|                                      | Experience of implementing Health & Safety procedure and knowledge of best practice                                                   | E               |                                           |
| <b>Skills &amp; Abilities</b>        | Demonstrated knowledge of Safeguarding policies and procedures                                                                        | E               | Application and Interview                 |
|                                      | Excellent communication, interpersonal and listening skills, able to respond to differing demands and needs positively                | E               |                                           |

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                |                                   |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------|
|                  | <p>Proven ability to work calmly and professionally under pressure. Responds positively to changing demands</p> <p>Sound decision making skills, able to read, assess a situation and resolve to a positive outcome.</p> <p>Computer literate with good word processing skills</p> <p>Able to use data base systems for inputting of data and processing of ticket sales</p>                                                                              | <p>E</p> <p>E</p> <p>E</p> <p>D</p>                            |                                   |
| <b>Aptitudes</b> | <p>Commitment to providing a high level of customer service and care</p> <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>Good team player</p> <p>Keen to learn and build knowledge of the Museum, job role and deliverables</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> <p>E</p> | Application and Interview         |
| <b>Other</b>     | <p>Have a flexible approach to working hours, and able to accommodate weekend hours to facilitate Play base and Birthday Party delivery</p> <p>This is a physical job, involving standing for long periods of time and moving furniture. A willingness to undertake physical duties is required</p>                                                                                                                                                       | <p>E</p> <p>E</p>                                              | <p>Interview</p> <p>Interview</p> |

**KEY: E = Essential**

**D = Desirable**