

National Army Museum
Royal Hospital Road, Chelsea, London SW3 4HT

Operations Division

Post: Visitor Experience Assistant

Post No: Various

Person Specification

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	Relevant qualification in Customer Service	D	Certificate
Experience	Experience in working with the public in a customer-facing environment.	E	Application and Interview
	Proven ability of dealing with a wide range of customers and needs, to a high standard.	E	Application and Interview
	Experience of working in a heritage site or visitor attraction.	D	Application and Interview
	Proven ability to work effectively as part of a team, supportive and able to positively contribute to a cohesive working environment.	E	Application and Interview
	Proven ability to work independently, remain self-motivated; carry out duties and follow procedures to the expected standards.	E	Application and Interview
	Experience of implementing Health and Safety procedures, including fire evacuations.	D	Application and Interview
Knowledge	A sound knowledge of Health & Safety at work regulations and best practice.	E	Application and Interview
	Awareness of Equality Act 2010 and clauses relating to disability awareness.	D	Application and Interview
	Awareness of Safe Guarding of children policies and procedures	D	Application and Interview
	Awareness of Front of House Operations and Security procedures in a Visitor Attraction	D	Application and Interview
Skills	Ability to communicate with a wide range of people and respond to differing demands and needs positively.	E	Application and Interview
	Excellent verbal communication, listening and literacy and numeracy skills.	E	Application and Interview
	Sound decision-making skills, able to understand a situation and respond appropriately.	E	Application and Interview
	Ability to work calmly and professionally under pressure. Responds positively to changing	E	Application and Interview

	demands.		
	First Aid Trained	D	Application and Interview
Aptitudes	Commitment to providing a high level of customer service and care.	E	Application and Interview
	Enthusiastic, proactive and able to use initiative in different situations.	E	Application and Interview
	Reliable, Responsible and Trustworthy.	E	Application and Interview
	Good team player.	E	Application and Interview
	Keen to learn and build knowledge of the Museum.	E	Application and Interview
	Interest in military history.	D	Application and Interview
	Confident in communicating with the public.	D	Application and Interview
	Understanding of working in support of equality and diversity at all times.	E	Application and Interview
Particular circumstances	Travel to other venues e.g. <i>Stevenage store</i> may be required and may include some overnight stays.	E	Interview

KEY: E = Essential

D = Desirable