

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations & Resources Division

Post: Visitor Experience Supervisor

Person Specification

CRITERIA	STANDARD	E/ D	EVIDENCE
Qualifications & Training	First Aid training or willing to undertake training.	E	Certificate
Experience & Knowledge	Minimum 2 years proven supervisory experience ideally in a customer/visitor services operation. Proven team leader experience, with the ability to successfully supervise and support a diverse team of staff and volunteers. Experience of producing daily rotas, minimising any risk to operational management.	E	Application and Interview
	Experience of working in a customer service environment. Knowledge of Health & Safety at work regulations and best practice.	D	Application and Interview
Skills & Abilities	Able to deliver high-level customer care and inspire a team to do the same. Able to work under pressure and to tight deadlines. Ability to work as part of a team Competent communicator – able to communicate with a broad range of people. Excellent written and verbal communication skills.	E	Application and Interview

	Computer literate with good word processing skills and experience of using databases, EPOS and stock control systems. Hold a clean UK driving licence.	E	Application and Interview
Aptitudes	Familiarity with MAC OSX and Apple Mail.	D	Application and Interview
	Keen to learn and build knowledge of the Museum.	D	Application and Interview
	Interest in, and knowledge of military history.	D	Application and Interview
	Awareness of Equality Act 2010 and clauses relating to disability awareness. Awareness of Safeguarding of children policies and procedures. Awareness of Front of House Operations and Security procedures in a Visitor Attraction.	E	Application and Interview
Particular circumstances	Travel to other venues <i>e.g. Stevenage store</i> may be required and may include some overnight stays.	E	Interview

KEY: E = Essential

D = Desirable

[November 2020]