

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations Division

Post: Visitor Experience Supervisor

Post No: Various

Person Specification

CRITERIA	STANDARD	E/ D	EVIDENCE
Qualifications & Training	SIA licensed or willing to undertake training. First Aid training.	D	Certificate
Experience & Knowledge	Minimum 2 years proven supervisory experience 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. 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 military history.	D	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