

PERSON SPECIFICATION

POST: Front of House Assistant

GRADE: 2

The person specification is an important part of the recruitment process. It should be read carefully as it will form the basis of shortlisting and ultimately, appointing the successful applicant. You must demonstrate how you meet each of the following criteria in your application.

ESSENTIAL REQUIREMENTS		Assessment Criteria
Qualifications:		
<ul style="list-style-type: none"> Good general education 		C/AF
Skills		
<ul style="list-style-type: none"> Excellent written and verbal communication skills including a good telephone manner and ability to pass on accurate info 		AF/I
<ul style="list-style-type: none"> Ability to speak confidently to visitors and engage them with the museums offer 		AF/I
<ul style="list-style-type: none"> Ability to work at height and lift and carry objects and assist with event set up 		AF/I
<ul style="list-style-type: none"> Ability to clean galleries, public spaces and museum objects 		AF/I
Experience & Knowledge		
<ul style="list-style-type: none"> Minimum of 1 year's experience of working in a busy customer focussed/commercial environment 		AF/I
<ul style="list-style-type: none"> Experience of using tills, booking systems social media streams and IT literate 		AF/I
<ul style="list-style-type: none"> Experience of providing high quality customer care 		AF/I
<ul style="list-style-type: none"> Enthusiasm to engage the public with our sites, solve problems and have a can do attitude 		AF/I
<ul style="list-style-type: none"> 		
Behaviours		
<ul style="list-style-type: none"> Professional 		AF/I

• Respectful	AF/I
• Knowledgeable	AF/I
• Passionate	AF/I
• Solutions Driven	AF/I
DESIRABLE REQUIREMENTS	Assessment Criteria
Qualifications:	
• NVQ qualification – customer care or related area.	C/AF
Skills	
Experience & Knowledge	
• Genuine appreciation of and interest in Museums, Art Galleries, Historic Houses and Collections	AF/I
• Knowledge of Health, Safety and risk assessment procedures	AF/I
• Experience of cash handling and handling sales and donations	AF/I

NOTE TO APPLICANTS:

Please demonstrate in your application how you feel you meet the above requirements

KEY: I = Interview, C = Certificate, AF = Application Form, T = Test