**PERSON SPECIFICATION**

**Post title: Visitor Services Assistant**

**Post Number:**

**Department: Tourism   
Division: Seafront Operations Team**

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|  | ✓ as appropriate | | |
| **Essential** | **Desirable** | |
| Qualifications & Training The qualifications and/or training required to undertake the role. | | | |
| First Aid qualification, or willingness to be trained  Working at heights and ladder training, or willingness to be trained  Needles and sharps disposal training, or willingness to be trained  Fire extinguisher user training or willingness, to be trained | ✓  ✓  ✓  ✓ | |  |
| Achievement & Experience The level of experience required and/or length of time the post holder will have been required to have undertaken the item specified. | | | |
| Experience of working in a customer-based environment, with excellent customer care and communication skills  Experience of supervising staff or volunteers, and a good team player  Previous responsibility of opening and closing procedures, available for alarm call-outs and emergency response  Experience of working in the heritage environment with an awareness of conservation issues  Experience with computerised till system, processing visitors electronically and inputting CRM data and problem solving of these | ✓  ✓  ✓  ✓  ✓ | |  |
| **Knowledge**  The knowledge and level of understanding the post holder must have of the item specified. | | | |
| Excellent working knowledge of health and safety practices  Good knowledge of a museum environment and / or collections management  Knowledge of customer based retail environment | ✓  ✓ | | ✓ |
| **Skills**  The level of skill is required to undertake the item specified. | | | |
| Calm under pressure, with the ability to make informed decisions quickly  Manual handling skills, ability to use tools and work at heights, including ladders, ability to carry out cleaning tasks and be on feet for long periods of time, and porterage  Computer literate | ✓  ✓  ✓ | |  |

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| **Qualities and Attitude** The qualities and attitude the post holder must demonstrate. | | |
| Passion to help preserve and present a unique and valuable historic house and its collection | ✓ |  |
| **Other** | | |
| The post holder will be expected to work some evenings, a share of bank holidays and regular days at the weekends to meet the needs of the service. |  |  |