

PERSON SPECIFICATION

Post title: Visitor Services Assistant

Post Number:

Department: Tourism

Division: Seafront Operations Team

✓ 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 portorage	✓
Computer literate	✓
Good time keeping skills	✓

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	✓
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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.