

## PERSON SPECIFICATION

**POST:** Front of House Assistant (Sales)

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
<b>Skills</b>	
• Excellent written and verbal communication skills including a good telephone manner	AF/I
• Ability to speak confidently to visitors and give accurate information	AF/I
• Genuine appreciation of and interest in Museums, Art Galleries and Collections	AF/I
• Ability to record information accurately	AF/I
• Ability to work with external suppliers to order products	AF/I
• Ability to set up and prepare for activities including lifting and carrying objects	AF/I
• Ability to clean public areas and museum objects	AF/I
<b>Experience &amp; Knowledge</b>	
• Minimum of 1 years' experience of working in a customer focussed/commercial environment	AF/I
• Experience of IT and computer programmes	AF/I
• Experience of providing high quality customer care in a customer facing role	AF/I
<b>Behaviours</b>	
a. Professional	AF/I
b. Respectful	AF/I
c. Knowledgeable	AF/I
d. Passionate	AF/I
e. Solutions Driven	AF/I
DESIRABLE REQUIREMENTS	Assessment Criteria
<b>Experience &amp; Knowledge</b>	
• Experience of working in a shop/cafe	
• Experience of cash handling and banking procedures	
• Experience of serving/handling refreshments	
• Experience of working in a museum/art gallery/heritage site	

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| <ul style="list-style-type: none"><li>• Knowledge of Health, Safety and risk assessment procedures</li></ul> |  |
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**NOTE TO APPLICANTS:**

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

**KEY:** I = Interview, C = Certificate, AF = Application Form