

## Person Specification

### Visitor Experience Assistant

|                                 | ESSENTIAL   | DESIRABLE   |
|---------------------------------|---|---|
| <b>Qualifications</b>           | GCSE level 4-9 or equivalent in Maths and English.  | Qualification in a relevant subject and/or outline for further study in a related field.<br><br>First Aid at Work certificate or desire to achieve qualification.   |
| <b>Knowledge and Experience</b> | Experience in delivering a high level of service in a customer or visitor-focused environment.<br><br>Commitment to providing an exceptional level of customer service.<br><br>Capability to act as a fire marshal during the evacuation of buildings as required.<br><br>Knowledge of and a commitment to upholding the work and core aims of Chatham Historic Dockyard Trust. | Previous experience working in a visitor facing role in a museum, gallery or heritage environment.<br><br>A passion for maritime history, arts or historical communication.<br><br>Basic Health and Safety awareness in the workplace.<br><br>Experience of using objects and exhibits to support learning and facilitate discussion. |

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| <p><b>Skills</b></p>                         | <p>Excellent communication and presentation skills, with the ability to engage and talk clearly to members of the public and large groups of people from varying backgrounds.</p> <p>Confident, open and amenable with exceptional inter-personal skills</p> <p>Ability to remain focused and enthusiastic during variations in gallery visitation ensuring all visitors receive the same high level of customer care.</p>   |  |
| <p><b>Personal Attributes/Behaviours</b></p> | <p>Ability to work well as part of a team or alone with a flexible and proactive attitude. Commitment to self-development to improve professionally and personally.</p> <p>Commitment to access, diversity and inclusion with an understanding of the social model of disability and best practice in creating and maintaining a culture which is inclusive and diverse.</p> <p>A flexible approach to working on a rota basis agreed in advance, including some evenings, weekends and public holidays to meet operational demands.</p> |  |

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|  | <p>A commitment to the principles of dignity and respect in relations with colleagues, visitors and stakeholders.</p> <p>Availability to attend occasional out-of-hours meetings and training.</p> |  |
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We are an equal opportunities employer and committed to providing our employees with a work environment free from discrimination in which all can develop and thrive. We acknowledge and value the benefits of a diverse workforce and welcome applications from people of all backgrounds and are committed to ensuring that our recruitment process is transparent, fair and as inclusive as possible for all applicants.