

PERSON SPECIFICATION

POST: HERITAGE FACILITATOR – Grade 3

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 	AF
Experience	
<ul style="list-style-type: none"> Minimum 2 years' experience of working within a customer care/commercial environment 	AF
<ul style="list-style-type: none"> Experience of working with children and/or community groups 	AF/I
<ul style="list-style-type: none"> Experience of providing high quality customer care 	AF/I
<ul style="list-style-type: none"> Experience of IT and computer programmes 	AF/I
Skills, Knowledge and understanding	
<ul style="list-style-type: none"> Excellent written and verbal communication skills including a good telephone manner 	AF/I
<ul style="list-style-type: none"> Proven ability to work as a team player 	AF/I
<ul style="list-style-type: none"> Genuine appreciation of and interest in Museums, Art Galleries and Collections 	AF/I
<ul style="list-style-type: none"> Ability to keep accurate records 	AF/I
<ul style="list-style-type: none"> Proven ability to provide guided tours to schools and community groups 	AF/I
<ul style="list-style-type: none"> Ability to wear appropriate costumes (Tudor/Victorian etc.) and adopt the role of historical characters 	AF/I
Behaviours	
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
Qualifications	
<ul style="list-style-type: none"> NVQ or equivalent in customer care/learning or a related field 	AF/C

Experience	
• Experience of working in a Museum/Art Gallery	AF/I
• Experience of booking systems	AF/I
• Experience of Art/craft/music/performance	AF/I
• Experience of activity, event and/or conference preparation	AF/I
• Experience of cash handling	AF/I
Skills, Knowledge and Understanding	
• Knowledge of Health, Safety and risk assessment	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