



Person Specification

Position Title	Visitor & Monuments Assistant
Division / Section	Culture / Cultural Venues – Museums & Galleries
Service Area	Place
Responsible to	Events / Duty Manager

Person Specification

Qualifications, Training & Professional Membership	Excellent interpersonal skills, excellent literacy and a passion for Edinburgh’s history. The ability to work well within a team, but also have the confidence and ability to work on their own
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The Successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes

Visitor Assistant	Essential	Desirable
Experience	Experience of working with the public in a customer service environment	Experience with working with children and young adults Experience of working with mixed groups
Knowledge, Skills and Understanding	Good communication skills Basic Computer Skills Interest in History	



	Good level of literacy and numeracy	
Qualifications and Training	Understands and resolves customer and visitor needs and takes opportunities to improve customer services	Heritage or Tourism qualification or equivalent History Qualification
Job Specific Requirements	<p>Being customer focused</p> <p>Ability to work as a member of a team</p> <p>Taking personal responsibility- ability to use own initiative when required</p> <p>Understanding and awareness of the Council's Equal Opportunities Policy</p> <p>Requirement to work a regular pattern of hours including weekends and evenings</p>	Abilities to develop knowledge and understanding of Museums Collections