

Person Specification-Tramway Operation and Visitor Experience Manager

A skilled and effective people manager with ability proven in a commercial customer service environment.	Essential	Application/Interview
Strong level of empathy and understanding for the requirements of customers visiting a heritage transport attraction.	Essential	Application/Interview
Excellent problem-solving skills with proven ability in logistical planning and crisis management.	Essential	Application/Interview
Excellent communicator, able to communicate effectively and appropriately with people at all levels and in different situations.	Essential	Application/Interview
Willing and able to work at weekends and hours suitable to the function of the Museum and attend in an emergency.	Essential	Application/Interview
Relevant Health and Safety management qualification (e.g. IOSH, NEBOSH) Experience in application to include risk assessment	Desirable	Application/Interview
Ability to translate legislative requirements into practical action and policy documentation	Desirable	Application/Production
Full UK driving licence	Essential	Application/Production
Experience of working with and managing volunteers	Desirable	