

## Person Specification-Tramway Operation and Visitor Experience Manager

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