

Job Specification

Customer Services – Café Supervisor, Winchester Science Centre & Planetarium

Post Title:	Cafe Supervisor, Full Time
Salary:	£17,000 per annum
Line Manager:	Head of Commercial Operations
Working Hours:	37 hours per week (Monday, Tuesday and Friday 9am-4.30pm, Saturday and Sunday 9am-5.30pm) with half an hour for lunch.
Holiday	150 hours (approx 20 days) per year plus bank holidays

1. The Organisation

Winchester Science Centre and Planetarium is a leading hands-on science and discovery centre dedicated to sparking curiosity in science, technology, engineering and mathematics (STEM). It attracts more than 172,000 visitors per year from across the South of England and is home to the UK's largest capacity planetarium.

The Centre is an independent educational charity formed in 1985 as a strategic initiative with local government and businesses, to address the shortage of young people entering technical careers at both regional and national level.

Our extensive educational programme attracts around 40,000 school children to the Centre; they explore, be inspired and interact with our science exhibits and staff-led activities. Our outreach activities which include a mobile planetarium, are delivered in schools across the region and this is further enhanced by our STEM Ambassador programme.

Throughout the year there is an extensive programme of events encompassing school holiday activities, themed weekends, live science shows, lectures, workshops, film screenings and evening performances. The Centre also hosts birthday parties, corporate bookings and private events.

Since opening its doors at the existing site in 2002, Winchester Science Centre and Planetarium's visitor numbers have grown by over 100%; and there are plans for further growth.

2. The Role

With ever increasing footfall, the Customer Services team is restructuring, in order to match demand whilst maintaining high standards at all times.

Winchester Science Centre is looking for a motivated, enthusiastic and driven candidate to supervise the catering offer alongside the weekday supervisor and to lead the weekend team. The position is five days a week Monday, Tuesday and Friday 9am-4.30pm, Saturday and Sunday 9am-5.30pm to ensure that you go into the key trading weekends at full strength and full prepared.

As part of the customer service team you will provide leadership to deliver the best customer service possible ensuring that every visitor gets that personal touch. Whilst this role is primarily in the café you will be a multi-skilled individual also working on the reception desk, welcoming visitors in an informative, friendly and memorable way. You will also promote all of the centre's facilities and the uptake of Gift Aid, a government scheme for charities.

As the primary team leader of the weekend team you will be responsible for ensuring that the café operates efficiently by allocating roles and ensuring that all staff deliver great customer service whilst operating at maximum efficiency.

Other duties include running pre-recorded shows in the planetarium for the public throughout the day, taking telephone enquiries and bookings and ensuring that the Science Centre's level of general cleanliness is maintained

Flexibility is essential as Winchester Science Centre relies on a small team of dedicated individuals working closely together to support and develop the organisation, so occasional additional support duties will be required in other areas of the business. Candidates must be available and willing to work some weekdays in the Hampshire School Holidays.

Key Aspects:

- Responsibility for the operation of the cafe at the weekend
- Ensuring that all standards are met and exceeded
- Collating staff availability and creating rotas for staff to ensure adequate staffing levels in line with budgets
- Maintaining high standards of quality control, hygiene, and health and safety
- Leading the team and being responsible for staff performance
- Assisting the Head of Commercial Operations in upselling and driving sales
- Providing guests with excellent customer service

- Ensuring high standards of the quality of products being sold, level of cleanliness and levels of customer service

3. Person Specification:

It is essential that you have:

- Great leadership skills with strong communication ability to influence individuals and the team in order to exceed targets. You will be a team leader whilst hands on and engaging from the front.
- Customer service skills and experience
- Flexible and hardworking attitude
- Attention to detail and ability to see the centre through the customers' eyes
- Experience in a catering/café environment

The following attributes are desirable but not essential:

- Full driving licence as occasional journeys to local suppliers to ensure stock levels will be required
- Hygiene certificate(s)
- Experience of stock management

Application procedure

An application form is available on www.winchestersciencecentre.org. Completed forms to be submitted to the Laura Hobin at laurahobin@winchestersciencecentre.org.

This recruitment has no advertised deadline, rather it will be managed on a rolling basis, with interviews arranged as early as possible depending on the rate and quality of applications received.

For an informal conversation about this role please email:

paulcook@winchestersciencecentre.org