

WOW



Appointment of

Customer Services and Catering Assistant

Wonderseekers



WINCHESTER
SCIENCE CENTRE
AND PLANETARIUM

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Foreword from the Chief Executive

Thank you.

Thank you for your interest in joining our team. It's a big decision to apply for a new role, to leave an existing job and to take the plunge to join a new organisation. There are so many unknowns when taking on a new job. What will my new boss be like? What is the organisation's culture like? If I need to take a day off will I be allowed? Can I work from home? Will there be regular cake in the office or staff room? Hopefully this document will answer some of those questions and demystify what working for our Charity is like.



Getting across the workplace culture of an organisation in a job advert or a job description is really hard, but if I had to sum up our workplace culture in one word I would choose – family. I often describe us as a family employer. We understand the pressures and needs of family life and especially after such troubling times. Our charity recognises that home life comes first and the Senior Management team and I are keen to reassure and encourage our colleagues to manage their work-life balance.

And then there's the work family. Everyone here knows their colleagues have got their backs. I am incredibly proud of our work family. Recent experiences have only cemented my belief that every member of the team here is looking out for their colleagues, wanting to help and going over and above to achieve this.

We are at an exciting point in the history of this charity. We have bounced back well from the pandemic and we are in a stable and secure financial position with a clear vision and mission to deliver upon. We are looking for candidates that want come and not just work here, but to join our work family, help us to create a world where through the wonder of science people and planet thrive.

Thank you again for your interest in the role. If you feel you share our family values and want to make a difference then I urge you to apply. We are incredibly motivated to make sure our staff represent the diverse audiences that we serve, so please do read the section on Equality, Diversity and Inclusion. If you have any questions, or would like an informal chat with me or one of the Senior Management team before you apply, please do speak to Laura.

Looking forward to meeting you,

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PS. There regularly are amazing cakes in the office and staff room often baked by either Jennie or Lizi. They're really not good for the waistline but they taste so good!

About the Charity

Wonderseekers, the Charity behind Winchester Science Centre, has been sparking children's curiosity in science, technology, engineering and maths (STEM) since it was founded in 1986.

We believe that through science, children can choose to live healthier, more sustainable lives and contribute to a better world for all.

They can:

- discover the wonder of science and make sense of the world around them and their place within it,
- use science methodology as a framework for critical thinking and problem solving,
- develop their self-confidence and resilience through practical experience and experimentation.

However, inequality of access to science for young children means that many miss out.

Our new strategy demonstrates our ambition to build on our Charity's long heritage, develop our experience in Equality, Diversity and Inclusion, continue our focus on all disciplines of science and take on an environmental agenda in response to climate change.

We remove social, cultural and intellectual barriers so that all children can be inspired by and engage in science, with a particular focus on children whose lives are impacted by disability or impairment and social and economic deprivation.

We specialise in communicating science to children through 'WOW!' experiences that are fun, inclusive, immersive, interactive and accessible. We reach out to children in innovative ways through our Science Centre, in schools, communities and online, and love to work collaboratively with children, industry and academic partners, charities and individuals to have the greatest impact.

Find out more about our Charity's strategy, governance and achievements over the past year by [downloading our latest annual report](#).

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Strategy

By doing this:

Speaking up for early intervention, equity, diversity and inclusion and the environment in science.

Creating, curating and sharing digital resources and experiences.

Connecting children to nature through environmental science, outdoor spaces and our activity programme.

Accessible, fun and diverse science experiences through our Science Centre.

Extending activity through schools and community-based programmes to deliver equitable access to science.

And by working with:

Communities

Schools

Families

Partners

Underpinned by our values:

Sustained, repeated and diverse science engagement from an early age.

Fun, positive, people-led and participatory activities.

Accessible and inclusive experiences, where children feel welcome and valued.

Continuous evaluation.

Outcomes:

Children are connected to nature.

Children use their science enquiry skills.

Children want to play their part.

Children value and see the relevance of science.

Long-term impacts:

Children can live in a more equitable society.

Children choose to live healthier lives.

Children choose to contribute to a better world for all.

Children can and want to protect and heal our natural world.

Equality, diversity and inclusion

Our charity is committed to breaking down barriers to STEM and wants to help everyone regardless of age, background, gender, sexual orientation, ethnicity, race, religion or belief, disability, impairment or any other protected characteristic to be in STEM.

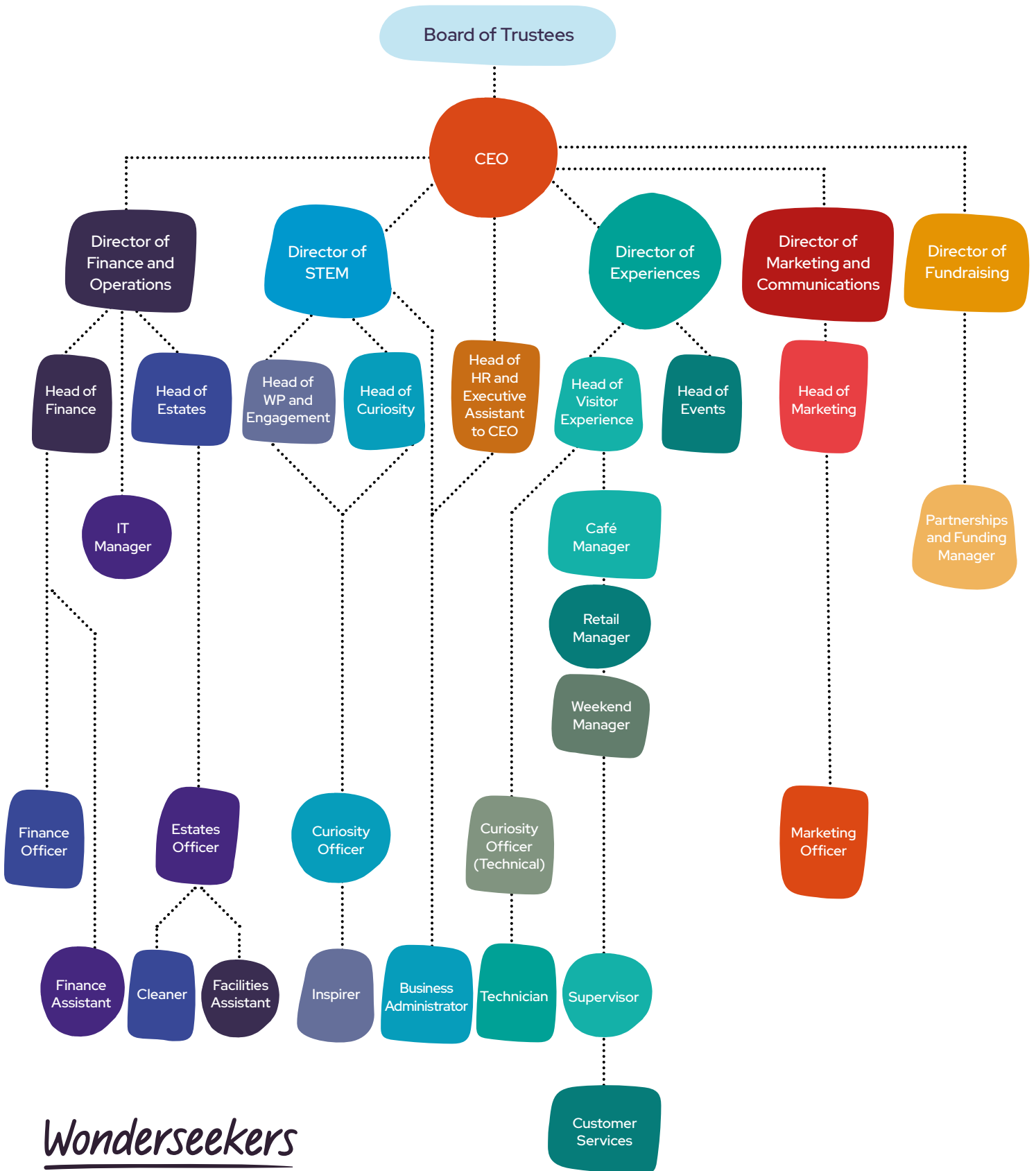
Equality and inclusion are at the heart of everything we do. We want to create a truly diverse and inclusive workplace. If you are disabled and have the essential skills and experience to do the job, we will invite you to an interview.

We recognise that through diversity our Charity can grow and we are committed to providing an inclusive recruitment process to support this. We want to work with a great team, with people who share our values and can make a huge contribution to sparking curiosity. We believe the team must reflect the diverse communities we work with so to support this, we are very willing to facilitate flexible working, changes to the infrastructure, systems and processes in order to welcome the most diverse candidates possible.

If you wish to have a conversation about accessibility, the role or the application process please do get in touch with Laura (see last page for contact details).



Organisation and management



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Role specifics

Customer Services and Catering Assistant

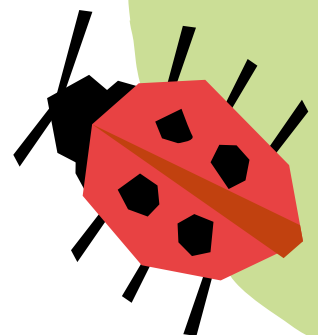
Line manager Café, Retail or Weekend Manager

Working pattern 17 hours per week (0.45 full-time equivalent). These will normally be the hours of 08.30am to 5.30pm, Saturday and Sunday with half an hour each day for lunch. There will also be overtime options available in peak periods such as school holiday days. In addition, overtime is also available for evening events held at the centre. A rota is usually available a month in advance.

Salary £8,771 per annum (£9.92 per hour)

Location Winchester, SO21 1HZ.

Annual leave: 112.2 hours (approx. 13 days) including a pro-rata entitlement to bank and public holidays. (Based on a FTE of 25 days plus bank holidays). We also run a scheme for buying and selling holiday. Please note, the post holder is expected to work bank and public holidays.



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Customer Services and Catering Assistant

The role

The customer service team are multiskilled across the experience offer. There are also opportunities for specialisation in specific areas of interest within the team if desired.

As part of the Customer Service team, you will be supporting the admission, retail and catering side of the organisation. Duties include welcoming customers, preparing food, stocking the café and shop and serving customers in an efficient and timely fashion to maintain a steady flow through the entrance, café and Science Shop.

Under the direction of Supervisors and department managers, you will be responsible for maintaining high standards of customer service. This includes undertaking frequent checks of all customer facing areas across the centre to ensure they are at their best; such as the exhibition floor, picnic tables and toilets as required.

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 its business.

Key responsibilities

Admissions

- Providing a great welcome experience to adults and children
- Being able to effectively and efficiently explain the centre to customers
- Able to upsell planetarium shows to customers
- Be confident in the offer and at all times being level headed and in control of the customer interaction

Café

- Providing timely and friendly service to customers
- Basic food preparation, including paninis, jacket potato and soup
- Maintaining a clean and functional working environment in line with health and safety legislation at all times

Science Shop

- Advising customers on purchases
- Ensuring a smooth and efficient payment experience
- Being proactive and maintaining adequate stock levels within the shop, making sure these are in a well-dressed manner to maximise sales

Person specification

We would like the right person to have:

- A flexible and hardworking attitude
- A high attention to detail and ability to see the Centre through the customers eyes
- The ability to work in a fast paced environment with ability to keep up the pace whilst maintaining high standards
- The ability to take own initiative
- Be adaptable to new offers and situations that may arrive
- Have a dedication to always delivering their best

It would be great if you also had:

- Experience in a catering/café environment
- Hygiene certificate(s)
- Experience of cash handling

Why work for us?

Employee Benefits

- Annual leave – Receive 25 days plus bank holidays as standard
- Buy and sell annual leave – Flexibility around holiday entitlement to help manage your work/life balance.
- Long service annual leave bonus – Be rewarded with up to 30 days holiday for sticking with us.
- Café and shop discount – Grab some rocket fuel for your shift or stock up on gifts at almost cost price
- Family friendly leave – We offer a generous package to support you and your family, taking away some of the worries and enabling you to welcome and bond with your new little person
- Cash back health scheme – receive cash payments on every day health and wellbeing essentials like optical, dental, physio and more. Access confidential advice, receive face to face counselling, speak to a GP 7 days a week, and get discounts on everyday essentials.
- Wellbeing procedure – We are here for you during life's many ups and downs. This includes mental health, the menopause and financial difficulties.
- Mental Health First Aiders – our team are on hand to look out for colleagues and signpost to professional support
- Financial wellbeing scheme – a free financial health check and educational content focussing on financial wellbeing and planning for the future
- Financial loans
- Cycle to work scheme
- Flexible family-friendly working environment
- Flexible IT and home working by arrangement
- Paid for training and development opportunities by arrangement
- Casual dress and comfortable uniform supplied
- Rural location with beautiful views and access to the South Downs for lunchtime strolls
- Free entry for family and friends
- Free social events including a family day in the summer and Christmas party
- Free on-site parking
- Pension contribution
- Inflationary pay rise

Some benefits are subject to length of service and may be pro-rata'd accordingly. Not all benefits are contractual and may be withdrawn or amended at any time. If you have any queries on staff benefits before applying for a role, please contact Laura Ollis.

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Application process

When you are ready to apply, [please click to go to our recruitment portal.](#)

If you have any other questions or wish to arrange an informal phone call about the position with one of the team prior to applying, please do not hesitate to get in touch with Laura Ollis lauraollis@winchestersciencecentre.org or telephone 01962 863791

What's next?

If you're successful in being shortlisted based on your application, we will arrange a time for you to swing by for a chat so we can get to know you better, and for you to get to know the WSC family for yourself.

We know interviews can be quite daunting but we're not here to catch you out - we just want to know what makes you brilliant, why you should be part of our growing family, and how you can support our charitable aims to make a difference. We can't wait to meet you!

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