

WOW



Appointment of

# Weekday/Weekend Customer Services



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 are recovering from the pandemic, finding ourselves in a stable and secure financial position with a clear vision and mission to deliver upon and working together to make a difference to the world. We are looking for candidates that want come and not just work here, but to join our work family, help us to be impactful and contribute to better, more sustainable, happier, healthier lives through STEM.

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,



*PS. There regularly are amazing cakes in the office and staff room often baked by either Jennie or Lizi. If you're really lucky Mark will bring in his delicious brownies. They're really not good for the waistline but they taste so good!*

# About the Charity

The pandemic has emphasised our strengths and our weaknesses; as a charity, a society, a nation and a global community. In the UK alone, it has drawn attention to the depth and breadth of inequality that exists based on our geography, race, ethnicity, age, health, wealth and education. It has also demonstrated the critically important role science, technology, engineering and maths (STEM) has played in overcoming such a crisis; to understand the virus, to forecast and measure its impact, to develop vaccines, to innovate, manufacture and distribute life-saving equipment, the list goes on.

It is not only the scientists and engineers who have to step up. We all do. Science literacy is an enabler and empowers us all to make informed choices. Our Charity is on a mission to inspire every child in science; because all our futures depend on it.

Winchester Science Centre has been sparking children's curiosity in STEM since it was founded in 1986.

We strive to remove social, cultural and intellectual barriers to inspire and engage all children in STEM, particularly those with a disability or impairment, so that we might raise children's aspirations and confidence, promote diversity and inclusion, and overcome inequality.

By sparking and harnessing children's curiosity in STEM, and by removing barriers to engagement, we believe children can develop the confidence, ambition and freedom to improve their own lives, the lives of others and ultimately life on Earth through STEM.

As experts in communicating STEM to children and families, we create 'WOW!' experiences that are fun, inclusive, immersive, interactive and accessible. Reaching out to children in innovative ways through our Science Centre, in schools, in communities and online, and through connecting and collaborating with Universities and industries.

We are resolute that our Charity has an important role to play in empowering future generations to lead the charge for change, to live healthier and more sustainable lives and to find the solutions to tackle the world's biggest challenges.

The pandemic threatened to derail all our plans; but it hasn't. Well-defined strategy, strong leadership, robust financial management and working together means we are now ready and eager to embark on the next critical phase of our Charity's development.

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



# Strategy

Our vision

## SPARKING CURIOSITY

Our mission

## To build science capital for all

Our values

Quality

Together

Mission

Customers

Sustainability

Strategic objectives

Work collaboratively with new under-served communities removing barriers to engagement particularly for those living with a disability or impairment

Amazing people delivering awe inspiring STEM experiences for all

Use STEM to champion change to protect and heal our planet and inspire others to do the same

Diversification, sustainability and growth.



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# 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).



# Organisational structure



# Weekday/Weekend Customer Services

## Role purpose

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

Under the direction of Supervisors and the Head of Visitor Experience, you will be responsible for maintaining high standards of customer service, undertaking frequent checks of the exhibition and stocking the Science Shop and café. The role involves ensuring a respectable environment is maintained throughout the Centre. This includes cleaning of all public areas including the exhibits, picnic area 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.

## 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
- The ability to take own initiative

### It would be great if you also had:

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



# Key responsibilities

## Café

- Providing timely and friendly service to customers
- Basic food preparation, including toasting paninis and making light dishes such as nachos and jacket potatoes
- 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
- Maintaining adequate stock levels within the shop, making sure these are in a well-dressed manner to maximise sales



# Role specifics

## Weekday/Weekend Customer Services

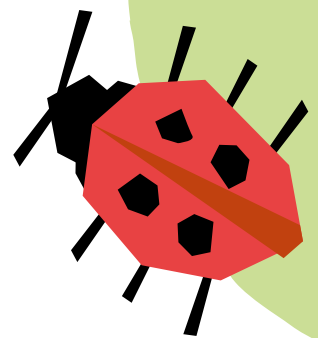
### Casual/zero hours

**Working hours** Working hours will vary depending on the fluctuating needs of the business. A calendar of available shifts is circulated one month in advance and individuals can choose which shifts to accept. Hours of work are usually 8.30am - 6pm, however various shifts will be available including weekdays, weekends and evenings

**Salary** The charity's hourly rates of pay for casual workers are £7.30 (aged 18-20), £9.25 (aged 21-22), £9.55 (aged 23+)

### Benefits include:

- Opt-in cash back health scheme and employee assistance well-being helpline
- Cycle to Work Scheme
- Contributory pension
- Annual leave entitlement with the option to buy up to five days additional annual leave
- Annual inflationary pay rise (subject to charity performance)
- Flexible friendly working environment
- Paid for training and development opportunities by arrangement
- Working from home opportunity by arrangement
- Discounts in on-site café and shop
- Free entry for family and friends
- Rural location with beautiful views of the South Downs with immediate access for lunchtime strolls
- Flexible IT provided to support office and remote working
- Uniform supplied
- Free on-site parking
- Sick pay and maternity pay



# Application process

If you feel like you're the right person for the role, we'd love to hear from you and receive your application.

Please complete the editable PDF application form and send it, together with a cover letter, by email to [lauraollis@winchestersciencecentre.org](mailto:lauraollis@winchestersciencecentre.org). We will try to confirm receipt of every application and we'll individually review your application as soon as possible.

If you need any information in a different format or would like to apply in an alternative way, please get in touch. Contact Laura using the address above, or to speak to Laura in person please call the office on 01962 863 791 to book a call back.

Have we caught your eye, but you're still a little unsure? We welcome an informal discussion even if you are only considering applying for the role. Please do get in touch with Laura to arrange a brief informal and relaxed call with the CEO or one of the Senior Management Team.

## 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!

