

## Job Specification

Customer Services Supervisor, Winchester Science Centre & Planetarium

<b>Post Title:</b>	Customer Service Supervisor, Full Time
<b>Salary:</b>	£17,000 per annum
<b>Line Manager:</b>	Head of Commercial Operations
<b>Holiday</b>	207.5 hours per annum which includes bank and public holiday entitlement.
<b>Deadline:</b>	23 June 2019 10pm
<b>Working Hours:</b>	37 hours per week approximately
<b>Work Pattern:</b>	Weekdays term time: Mon, Tues and Friday 9am-4.30pm with half hour for lunch Weekdays school holidays Mon, Tues and Friday 9am-5.30pm with half hour for lunch (additional 1 hr paid as overtime) Weekends and bank holidays: 9am-5.30pm with half hour for lunch*

\*The post-holder will have the opportunity to have one weekend off per month working the Wednesday and Thursday in its place. A rota will be available a month in advance as a minimum, confirming exact working days. Occasional evening work will be required to cover special events and activities, for which overtime will be paid.

### 1. The Role

Winchester Science Centre is looking for a capable, motivated, enthusiastic and driven candidate to supervise the customer service and catering offer at our busy visitor attraction. The post-holder will work alongside other supervisors to maintain the highest of standards at all times, leading the casual team and acting as a role model.

As part of the customer service team you will provide leadership and motivation to the team to deliver the best customer service possible, for example ensuring that every visitor gets that personal touch. You will be a multi-skilled individual working in the café and 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 a team leader, you will be responsible for motivating and inspiring the casual/weekend team on a daily basis. This includes ensuring the customer services and café operate efficiently by allocating roles and ensuring that all staff deliver great customer service whilst operating at maximum efficiency. The role also includes day to day duties for the successful operation of the business such as health and safety checks, ordering and stock management. Other duties include running pre-recorded shows in the planetarium for the public throughout the day, taking telephone enquiries/bookings and maintaining general cleanliness throughout the centre.

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 duties:**

- Responsibility for the operation of the customer service and café alongside other supervisors
- Ensuring that all standards are met and exceeded
- 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

**2. Person Specification:****It is essential that you have:**

- Proven leadership skills
- A minimum of six months direct supervisory experience managing a team
- Excellent communication skills
- An ability to influence individuals and motivate the team in order to exceed targets
- Experience in cashing up and ordering stock
- Faultless customer service skills experience

- Flexible and hardworking attitude
- Computer literacy
- 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)

### **3. Application procedure**

Please submit an application form and a cover letter, clearly stating how your experience/qualifications match those required to [lauraollis@winchestersciencecentre.org](mailto:lauraollis@winchestersciencecentre.org) by **23 June 2019 10pm**.

Application form available from <https://www.winchestersciencecentre.org/vacancies>

For more information or an informal conversation about the role, please speak with: Paul Cook, Head of Commercial Operations on 01962 863791