

Job Specification

Customer Services Staff, Winchester Science Centre & Planetarium – Winchester

Post Title:	Weekend Customer Services
Line Manager:	Events and Customers Manager
Holiday:	Pro-rated based on a full-time entitlement of 20 days' holiday during each full holiday year.
Deadline:	There is a rolling deadline for this position – please apply as soon as possible.
Available contracts:	We have two different contracts available to suit varying business needs and staff availability (part-time or casual/zero hours). Please indicate on your application form which of these contracts you wish to apply for.

Part-time:

Working hours are Saturday and Sunday 9am-5.30pm (16 hours per week, 0.5 hour per day for lunch). Rate of pay is £8.25 per hour.

Casual/zero 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 during our core opening hours (10am-5pm) however various shifts will be available including weekday, weekends and evenings. The Charity's hourly rates of pay for casual workers are £6.90 (age under 18-20yr), £7.75 (age 21-24yr) and £8.25 (age 25yr+).

1. The Role

As part of a Customer Service team you will be encompassed into the admission 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 café.

Under the direction of supervisors and the Customer Services Manager you will also be responsible for maintaining high standards of customer services, undertaking frequent checks of the exhibition and stocking the gift shop and cafe. The role involves ensuring a respectable environment is maintained throughout the centre, this includes cleaning of exhibits and cleaning the picnic and toilet areas as required.

Café - As part of a dynamic team you will be expected to work in the busy café environment primarily. This involves the timely and friendly service of customers. The café offer includes some basic food

preparation including toasting Paninis and making light dishes such as nachos and jacket potatoes. A clean and functional working environment in line with health and safety legislation is required at all times.

Gift Shop - To ensure that at all time adequate stock levels are held within the shop and are in a well-dressed manner to maximise sales. An additional responsibility is to be involved in reordering stock from the relevant suppliers under the guidance of the line manager.

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. Candidates may be asked to work extra hours during some weekdays especially in the Hampshire School Holidays.

2. Person Specification:

It is Essential that you have:

- Flexible and hardworking attitude
- Attention to detail and ability to see the centre through the customers eyes
- Ability to work in a fast passed environment
- Ability to take own initiative

The following attributes are desirable but not essential:

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

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. 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.