

Job Specification

Customer Service Supervisor (Part-Time), Winchester Science Centre & Planetarium

Post Title:	Customer Service Supervisor, Part Time
Salary:	£7,259 per annum (0.427 FTE, equivalent to a full time salary of £17,000 per annum)
Line Manager:	Head of Commercial Operations
Holiday	207.5 hours per annum which includes bank and public holiday entitlement.
Deadline:	There is a rolling deadline for this position – please apply as soon as possible.
Working Hours:	16 hours per week*
Work Pattern:	Saturday and Sunday 9am – 5.30pm with half an hour for lunch.

*As a visitor attraction, we are particularly busy in school holidays and we hold various evening events throughout the year. Therefore, additional hours will be available should the post-holder wish to accept, for which overtime will be paid.

1. The Role

Winchester Science Centre is looking for an experienced, motivated, enthusiastic and driven candidate to supervise the customer service and catering outlet offer. The post-holder will lead the team of 10-16 individuals to maintain the highest of standards at all times.

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 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. Weekends are key trading times for the charity and can be very busy and therefore a calm and organised attitude under pressure is essential.

Other duties include 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.

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. 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.