

Operations Assistant

Reporting to: Operations Manager
Reports: None
Position: Full time and Seasonal
*Cover for 7-day operation

Role

To ensure that all our audiences receive the best possible experience, by providing engaging interaction and exceptional customer service.

To support the Operations Manager in the smooth running of the shop.

To provide a professional, friendly and helpful contact point for schools, the general public and other audiences making enquiries about, or wishing to use, Techniquest services, and to facilitate their use of these services.

To provide administrative support to the Operations team.

Work to a 7-day rota to ensure all front of house needs are met for the business. This includes weekends, evenings and bank holidays.

Front of House Responsibilities

Be active in approaching Techniquest visitors and help them with any enquiries regarding their visit.

Work at the front desk to welcome public visitors to Techniquest and process their admission whilst promoting our Gift Aid Scheme and actively upselling additional experiences/products.

Meet and greet groups including schools, birthday parties, and others, and make all necessary arrangements to ensure a smooth visit.

Facilitate other activities on the exhibition floor when required.

Deal effectively and sensitively with complaints or difficult situations, reporting all incidents to the Operations Manager.

Maintain the highest standards of cleanliness across all of Techniquest.

Ensure that Techniquest's Safeguarding Policy is adhered to at all times.

Be proactive in understanding the STEAM subjects used in Techniquest's exhibits and shows in order to communicate offerings effectively.

Administration Responsibilities

To answer all telephone calls to Techniquest public lines in a timely manner, and to ensure messages are passed on to relevant members of staff.

To take bookings for programmes, events and activities available at Techniquest.

To handle payments received and contact schools and groups about overdue payments, under advisement from the Operations Manager.

To input into the computerised admissions system with Techniquest's programmes and events.

To monitor the level of bookings for programmes, including schools, public and Brownies/Cubs/Beavers, informing the Operations Manager in good time of any programmes with low levels of booking.

Retail Responsibilities

To maintain the housekeeping standards and stock levels within the shop in accordance with visual merchandising guidelines.

Ensure all damaged retail stock is dealt with promptly and safely, whilst maintaining stock records.

To ensure visiting groups are dealt with in accordance with their time slots with courtesy and efficiency.

To liaise in advance with Operations Manager, teachers and any other customers who may require pre-packed party bags or goody bags.

To receive stock via deliveries into the warehouse & shop whilst maintaining Health and Safety requirements.

Maintain stock room standards and carry out cyclic counting/stocktaking duties as and when required.

Supporting Duties

Make use of every suitable opportunity to promote Techniquest products, services e.g. annual membership, exhibit sales and corporate event spaces.

Report faulty exhibits in a timely fashion, using the correct procedures for doing so, and provide feedback on hazards or potential hazards noticed through observing visitor use (or misuse) of exhibits, following up with the Operations Manager on anything that remains outstanding.

To work safely and undertake training and other Health & Safety measures relevant to the role.

To always work within the Techniquest Values and Behaviours Framework and embrace our values of Excellent, Inspirational, Inclusive, Collaborative, Empowering and Innovative.

To perform other duties which are not included above, but which are consistent with the post.

Person specification

Qualification

- GCSE Grade C or above in Maths and English
- First Aid at Work is essential (or willing to work towards)
- A full Driving Licence is desirable

Experience

- Experience in a customer service environment
- Experience working in an administrative capacity.
- Experience of working in the operational team of a visitor attraction would be highly desirable.
- Experience in cash handling.

Skills, knowledge, abilities

- Be willing to accept a mixture of duties and responsibilities with tasks varying from those which are routine to others which involve initiative.
- Have a proven understanding of customer needs/expectations
- Be willing to develop new skills.

Personal attributes

- Projects self positively and enthusiastically, with a cheerful disposition.
- Portrays appropriate levels of assertion/control/self-confidence.
- Demonstrates the values and behaviours of the framework.
- Remains calm under pressure.
- Flexible attitude to working hours and an ability to respond to requests at short notice.
- A high standard of personal cleanliness and appearance.
- Highly motivated, dependable, and able to work within a team.
- Welsh speaker desirable.