

## **OPERATIONS TEAM LEADER – ADMISSIONS & RETAIL**

### **ABOUT US**

KidZania is one of the fastest growing global educational entertainment brands, with 24 facilities all over the globe from Mexico City to Tokyo to London.

KidZania is an indoor city run by kids! The concept combines inspiration, fun and learning through realistic real-play for children aged between 4 and 14. Kids independently explore a 75,000 square foot kid-sized city with occupation related activities.

Watch the excitement on their faces as they try out activities in the bank, on stage or fighting crime on the streets as a police officer! Each activity at KidZania is developed to teach kids life skills including financial literacy, teamwork and independence but in a fun and engaging environment.

### **THE ROLE**

We are now recruiting for a Team Leader within the Guest Experience team. Our Team Leaders play a key role in leading a team and ensuring our visitors have the very best experience possible!

Working in a fast-paced environment, our Team Leaders are very hands on and work closely with the frontline team to deliver an amazing visitor experience and also drive revenue opportunities. In terms of managing a team, our Team Leaders lead daily briefings, manage the team on a day to day basis and follow up on sickness and absence issues within the team.

The successful candidate will primarily oversee two small retail outlets and the general admissions area - ensuring our products are fully stocked and merchandised to a high standard is a key aspect of this role in order to drive sales. This role will also be involved with the re-launch of our photo-opportunity here at KidZania London. You will also work within our admissions function, ensuring our visitors check in and out smoothly and in line with our standard operating procedures is a key element of this role. This role will naturally handle pre and post visit questions, queries and feedback as visitors arrive and leave KidZania London.

The perfect candidate would ideally have experience working in a fast paced team leader role or within an attraction and is looking for the next challenge in their career.

## ABOUT YOU

We are looking for Team Leader's who are:

- Experience in leading, motivating and managing a team effectively
- Outgoing and confident with an enthusiastic and engaging personality
- Sales driven and able to drive sales in a busy environment with creative solutions
- Experienced in leading a team, ideally from another visitor attraction
- An exceptional team player, hardworking and has a can-do attitude
- Comfortable working in a fast-paced environment
- A good communicator and solutions focussed
- Passionate about customer service
- Well presented
- Role models for our frontline team

We are recruiting for a full-time position on a permanent contract. In return we are offering an annual salary of £20,000 per annum in a fun and inspiring working environment.

## BENEFITS

- 25 days annual leave, plus recognised Bank Holidays
- Free and Discounted KidZania Tickets
- 25% Discount in our retail shop and KidZania Birthday Parties
- Westfield Discounts

## HOW TO APPLY

If you believe you are our ideal candidate and excited about the prospect of joining our amazing team then apply today.

For any questions regarding the vacancy and to apply for our roles, please send your **CV and Cover letter** to [careers@kidzania.co.uk](mailto:careers@kidzania.co.uk)

*Recruitment Agencies:*

*Please note, we are not currently working with any recruitment agencies at this time. As such, we do not accept any speculative CV's and/or Candidate Profiles and are, therefore, unable to consider these.*