

ABOUT US

Do you want to work in the biggest indoor city in London? Designed to empower and entertain kids, KidZania gives children the chance to challenge themselves and explore the world of opportunities. If your child has ever dreamt of becoming a pilot, a firefighter or the next award-winning dancer, watch their excitement as they try out real life activities!

THE ROLE

Reporting to the Sales & Events Assistant Manager you will be supporting our Sales department by driving revenue through reporting, data analysis, quality monitoring and project planning whilst working within a budget and hitting sales targets. With great motivation behind everything you do, you will also be responsible for coaching, developing, performance managing the contact centre team under the guidance of the Sales & Events Manager.

Some of the things you will be doing include:

- Produce accurate reports and identify trends in data, proposing solutions to optimise productivity and enhance services
- Lead and motivate the team to provide exceptional customer service
- Complete monthly coaching and one to ones with your direct reports, including performance improvement or development plans
- Be a point of reference on more technical issues and non-standards queries and any escalations
- Assisting with escalations and incoming interactions with customers
- Provide an exceptional level of service, adapting to different caller scenarios and challenges

ABOUT YOU

You will be enthusiastic and a natural leader within a sales and customer service environment. Always looking at the positives and ways of improving processes.

You will be charismatic in your approach and able to sell our unique experiences whilst leading by example for the rest of your team.

We are looking for a candidate who ideally;

- Has previous Contact Centre/Customer Service experience
- Has previous people management experience
- Is inspired and can motivate a team

- Is keen to provide exceptional service, with a positive and caller focused attitude
- Can naturally problem solve and able to work to a high level of accuracy
- Is able to work well under pressure and meet targets
- Has great communication skills (listening, spoken and written)
- Is highly organised and with great communication skills.

RATES OF PAY & BENEFITS

We are recruiting for a full-time position – working 5 out of 7 days including weekends. In return we are offering an annual salary of £26,000 per annum.

Some of the fantastic benefits available for this role include:

- 25 days annual leave, plus Bank Holidays
- Free and Discounted KidZania Tickets
- 25% Discount in our retail shop and KidZania Birthday Parties
- 40% Discount in our internal food and beverage outlets
- Westfield Discounts
+ More

APPLY TODAY!

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, please do not hesitate to contact the Human Resources Team at careers@kidzania.co.uk.

THINGS TO NOTE:

Recruitment Agencies: We are not currently working with any recruitment agencies. As such, we do not accept any speculative CV's and/or Candidate Profiles and are, therefore, unable to consider these.

Location: We are based in Westfield London, Shepherds Bush W12

Right to work: You must personally hold the right to work in the UK – We are unable to support with Visa applications at this time.