



ABOUT US

KidZania is one of the fastest growing educational entertainment brands, with 28 locations over the globe, from Mexico City to London.

KidZania London offers 4-14 year olds exciting real life activities and has welcomed over 1.4 million children since opening in June 2015. Spanning over 75,000sq of Westfield London, Shepherd's Bush, KidZania is an amazing indoor city built just for kids!

Blending learning with reality and entertainment, each career at KidZania teaches kids essential life skills including financial literacy, team work and independence.

Designed to empower and entertain kids, KidZania gives children the chance to challenge themselves and explore the world of opportunities. If a 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 concept effectively gives kids their first taste of independence and gets them thinking what they might want to be in the future.

THE ROLE

It's a really exciting time here at KidZania London as we are about to grow and strengthen the whole team in line with our new business strategy. To support our new strategy and future plans, we are now recruiting for an IT Team Leader to manage and oversee our IT & Technical team.

The IT Team Leader will manage and oversee a small IT & Technical department to deliver an excellent level of service and support to the business. Although we are looking for a leader who can successfully lead and inspire a team, this role will also be hands on. Working closely with all areas of the business, this role will be instrumental in overcoming challenges and issues with various IT systems which integrate with each other.

In terms of technical knowledge and expertise, the IT Team Leader will be the expert and specialist in relation to Cisco networks management, Virtualization of data centres, Microsoft operating systems and VoIP telephony.

The IT Team Leader will drive positive change by ensuring members of the team are all cross trained whilst having clear responsibilities and lines of ownership. A clear and strategic approach to project management will be essential for this role as we will be launching the new ticketing software and implementation very soon.

This role will report to the IT Operations & Support Director in Mexico and will directly line manage two members of the team here at KidZania London.



ABOUT YOU

We are looking for an individual who is:

- A strong business leader able to inspire and motivate a team
- Able to develop positive relationships with both internal stakeholders and various suppliers
- Very organised, structured and efficient with defined project management skills
- Able to drive positive change and make a significant impact within the business
- Able to work in a busy and fast paced environment, and also in a reactive business
- Experienced with different specialisms within IT
- Proficient in excel
- Proactive, hardworking and solutions focussed
- Well-presented, confident and outgoing
- Dynamic and flexible in their approach
- A great team player who is very friendly and personable
- Ideally from a commercial and customer service orientated business such as another visitor attraction, hotel or retail business

The ideal candidate for this role will have a blended background in terms of desktop support, ticketing systems, applications, websites, development, network, infrastructure and server support.

We are recruiting for Full Time position working 5 days out of 7 on a rotational basis, including Weekends and Bank Holidays as required. In return we are offering a competitive annual salary, a fun & inspiring place to work, training & development opportunities and career progression.

BENEFITS

Some of the fantastic benefits available for this role include:

- 25 days annual leave, plus recognised Bank Holidays
- Free and Discounted KidZania Tickets
- Company Pension
- 25% Discount in our retail shop and KidZania Birthday Parties
- Various reward and recognition schemes and initiatives
- Westfield Discounts
- Free Eye Test for DSE users

If you believe you are our ideal candidate and excited about the prospect of joining our amazing team then apply today! To apply for this position, please send a Covering Letter and your CV to 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.