

## Operations Team Leader

### 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 concept effectively gives kids their first taste of independence and gets them thinking what they might want to be in the future.

### THE ROLE

Activity Workshops are at the heart of what we do; engaging with our kids everyday delivering educational, yet fun messages. The excitement is building and we are looking for enthusiastic, passionate and friendly people to help ignite children's imaginations by leading from the front! You will help line manage a core team of Activity Hosts; ensuring that high customer service standards are kept with the ability to resolve visitor issues and queries.

We are looking for a Team Leader who is:

- Able to lead, motivate and manage a team effectively
- Experienced in leading a team, ideally from another visitor attraction or customer facing industry
- Able to think on your feet
- Exceptional team players, hardworking and have a can-do attitude
- Willing to train as a first aider
- Passionate about customer service

### BENEFITS

We are recruiting for a full-time position on a permanent contract. In return we are offering the following:

- Competitive annual salary of £20,000
- Fun & inspiring place to work
- Training & Development opportunities
- Career Progression
- Free and Discounted KidZania Tickets
- 25% Discount in our retail shop and KidZania Birthday Parties
- 40% off of on-site food outlets
- Westfield Discounts

## **HOW TO APPLY**

If you believe you are our ideal candidate please send your CV and cover letter to [careers@kidzania.co.uk](mailto:careers@kidzania.co.uk)

### ***Recruitment Agencies***

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.