

OPERATIONS ASSISTANT MANAGER – GUEST EXPERIENCE

ABOUT US

KidZania is one of the fastest growing educational entertainment brands, with 27 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. Based in Westfield London, KidZania London is the UK's first indoor educational entertainment centre!

If you have team leading experience and are looking for the next step in your career then we have a great opportunity for you to join our team as our Operations Assistant Manager!

THE ROLE

You will be a key member of the operational management team who will work closely with the Guest Experience Manager to oversee the daily operation of the Admissions (Airport) department and our Retail outlets. You will be responsible for ensuring all visitors are welcomed and checked in and out of KidZania London efficiently and our customer satisfaction levels remain at a consistent high standard through off-peak and peak times throughout the year. You will assist with Rota's, payroll and administrative duties whilst leading on Customer Service initiatives and targets across our Admissions, Customer Service and Retail team. Another key aspect of this role will also include liaising with other departments such as the Contact Centre, Sales & Marketing and all of the other operational teams within KidZania London.

This is a very hands-on and fast paced role and perfect for a Team Leader looking for the next step in their career.

You will also perform Duty Management shifts for the whole City at KidZania London.

ABOUT YOU

The Successful candidate will have the following skills:

ESSENTIAL:

- Team management experience
- Cash handling experience
- The ability to lead through motivation with a proactive approach
- Confident in dealing with visitor feedback
- Comfortable dealing with challenging situations
- Able to work in a fast moving environment
- Forward thinking, proactive and solutions focused

- Resilient and able to maintain a positive attitude and approach
- Able to communicate effectively
- A great team player
- Well-presented

DESIRABLE:

- Experience with a variety of ticketing systems and tills
- Passionate about our brand and of course our visitors
- Able to influence the wider operations team and drive continuous improvement
- Experience working in attractions and/or with Kids

We are recruiting for a full-time position on a permanent contract. In return we are offering and annual salary of £24,000, a fun & inspiring place to work, training & development opportunities and career progression

Some of the fantastic benefits available for this role include:

- Free and Discounted KidZania Tickets
- 25% Discount in our retail shop and KidZania Birthday Parties
- 40% Discount in our on-site food outlets
- Westfield Discounts

HOW TO APPLY

If you believe you are our ideal candidate and excited about the prospect of joining our amazing team then please send your CV and cover letter 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.