

JOB DESCRIPTION

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| POSITION | Operations Supervisor |
| REPORTS TO | Operations Manager |
| DEPARTMENT | Operations |
| DIRECT REPORTS | Visitor Experience Assistant |
| CONTRACT | Permanent, Annualised |

VISION, MISSION AND VALUES

Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

ROLE PURPOSE

To line manage and supervise staff across all customer-facing areas, including front-of-house, food and beverage outlets, gallery floors (including Newton Flight Academy, Planetarium and SST), Corporate Events, Gift Shop, Car Park Operations, IMAX and Tower.

To assist the Operations Managers with the day-to-day management of all areas, and to act as appointed person (Duty Manager) for specific events where required.

To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers and to provide an integrated, co-ordinated and professional level of service to our customers at point of contact.

KEY RESPONSIBILITIES

- To provide GSC with a role model in customer service standards working with the Operations Managers and other departments to meet 5-star standards and customer service promise.
- To effectively line manage the Visitor Experience Assistants, and to act as role models for this team
- To supervise all operational areas including ticket desk, front of house, IMAX, gallery floors (including Newton Flight Academy, Planetarium and SST), food and beverage outlets, corporate events, gift shop and tower.
- To work with Operations Managers to effectively manage the staff resource across all operational areas on a given day, including the creation of daysheets, and monitoring of varying staffing needs across the day
- To assist in the training and development of an innovative, responsive and knowledgeable operations team, ensuring a high-quality customer service/science experience is delivered at all times.
- Keep learning modules up to date, and all new staff are aware of requirements for completing probation. Assist with making sure MyLearning is up to date with appropriate learning for operations department.
- To assist the Operations Management team with recruitment, induction, mentoring and create a positive working environment through good communication and carrying out regular team meetings and 121's.

- To take responsibility for pre and post operational checks in all operational areas and liaise with housekeeping team daily to ensure an excellence level of cleanliness/hygiene throughout the building.
- To assist the Facilities team with pre and post operational checks for the Tower.
- To report any building defects to the facilities team and ensure that building is well maintained.
- To ensure that all cash handling, banking, and other financial control systems for the ticket desk, gift shop, cafe, coffee shop and concessions are operating efficiently and comply with GSC's financial and accounting procedures. All discrepancies must be resolved before being sent to the Finance team.
- To resolve any challenges that may arise during operational hours and deal with complaints.
- To input all incident reports onto SharePoint Incident Reporting app and follow up if required.
- To assist with team meetings daily and ensure that effective communication takes place within the team.
- To work with operations management team to develop new ideas to streamline GSC's operation.
- To deal with emergencies, taking control and action when required in an evacuation.
- To ensure that both staff and operations meet legal requirements for health and safety and work, food hygiene and allergens within the guidelines of GSC's Health and Safety policy and procedure.
- To notify the Duty Director of all incidents that involve major injury, require closure of any part of the facilities or pose a serious health and safety risk to visitors or staff.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

| PERSON SPECIFICATION | | |
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| Qualifications, Skills, Experience and Knowledge | Essential | Desirable |
| Experience in a customer service-related position, food & beverage and/or events industry and science engagement at supervisory level | X | |
| Complaint handling experience | | X |
| Strong communication and presentation skills | | X |
| Cash handling experience/End of day reporting | X | |
| Ability to motivate a team to co-operate well with others and ensuring tasks get completed. | | X |
| Experience of managing diverse teams, including performance and attendance management. | | X |
| Personal Qualities | | |
| <ul style="list-style-type: none"> • An enthusiasm for delivering high levels of customer service, with a commitment to Glasgow Science Centre's mission, vision and values. • A flexible approach to work, and a willingness to develop skills across all areas • Strong interpersonal skills, including an ability to work with various departments across the organisation. • A passion for excellence, creativity and innovation. • Strong problem-solving skills and ability to work independently. • A willingness to work hard whilst under pressure. • Ability to prioritise and take an organised approach. • Demonstrable respect for equality and diversity and the ability to promote equal opportunity practices. • A flexible approach to meet overall deadlines and needs of GSC, including availability to work evening or weekends as required. | | |