



MathsCity Enabler – Job Description

Introduction: MathsCity is an interactive family environment that offers exciting maths experiences and challenges on the themes of problem solving, and shape and space. MathsCity is located in Trinity shopping centre and is open to the public and school parties 6 days a week. MathsCity will host a wide programme including maths activity clubs, evening talks and holiday activities. We are planning the full public launch of MathsCity in September 2021.

MathsCity is a MathsWorldUK production <https://www.mathsworlduk.com/>

Job Title: MathsCity Enabler

Reports to: MathsCity Manager

Purpose of the role: To promote and enhance the visitor experience throughout MathsCity and to contribute to the delivery of playful learning opportunities in the galleries and through special programmes and events.

Compensation & Benefits: This role will be a Fixed Term Contract for 1 year. This role offers an FTE salary of £16, 500 per annum and 28 days annual leave pro rata.

Hours of work: There are two posts, one at 0.8 FTE and one at 0.6 FTE. Expected working hours are: 9: 00 – 4:30 on weekdays and 9:00 – 5:30 on weekends. Each enabler will cover one weekend day per week and the remaining days on weekdays.

Location: Leeds city centre.

Main Areas of Responsibility:

Enriching the visitor experience

- Being pro-active, energetic, and playful in encouraging visitors to engage appropriately with and derive benefit from MathsCity's exhibits, workshops, events and facilities.

Customer service

Provide high standards of customer care, so that the reputation of MathsCity is enhanced and sales targets achieved.

- Deliver a consistently high level of customer service, so that our customers' expectations are exceeded in all areas of the centre, including outreach and external events.
- Participate in staff training and support any MathsCity Initiatives.
- Assist visitors with queries in a prompt, professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.

Financial Controls

Ensure that all accounting procedures are handled in accordance with the MathsCity policies and procedures including:

- Operate tills to agreed procedure, to minimise security risks.
- Check all transactions; cash, cheque and credit card
- Follow cash handling procedures accurately as required
- Follow procedure to ensure security of MathsCity's visitors, staff and property.

Stock

- Display items for sale or for visitor use in the centre.
- Re-stock shop stock and exhibition consumables.
- Assist with stock-taking.

Health & Safety

All staff are expected to observe all health and safety at work regulations as set out by MathsCity in accordance with statutory obligations.

- Observe all health & safety procedures so that risks to the health and safety of visitors and staff are minimised.
- Report immediately all accidents/incidents involving staff or visitors.
- Evacuate assigned areas in emergencies.
- Report of accidents
- Report any unsafe practices or broken machinery/equipment, so that remedial action can be taken immediately
- Use all equipment as trained, observing all safe practices, so that accidents are avoided
- Follow risk assessment, Covid and cleaning guidelines

Maintenance

- Check, report-on and maintain exhibits, resources and facilities to achieve operational condition, cleanliness and appearance of the highest possible standard.

Special Projects

- Undertake special projects as required.

General

- Undertake any other duties as may reasonably be requested of an Enabler
- Attend training courses and staff meetings as required

Special features

- Flexible working.
- Weekend, Bank Holiday, school holiday work will be required with occasional evenings.
- The ability to work in a noisy, active, attention-seeking and often physically demanding environment for sustained periods of time.

Details of special skills/experience/aptitudes needed

- Outgoing cheerful personality
- Enthusiasm for education
- Ability to use own initiative and self-motivated
- A good work ethic
- Good verbal communication skills
- A team player
- Organised
- Proven ability in carrying out instructions

Application process and interview dates:

To apply for the role, please send an up to date CV and cover letter to admin@mathsworlduk.com

Please note that the closing date for applications is midnight on Tuesday 27th July.

Interviews will be held over Zoom during the weeks commencing 2nd August and 9th August.