



## Job Description – MathsCity Manager

**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. We're looking forward to an exciting first year with the hope of many future years of MathsCity.

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

**Title:** MathsCity Manager

**Reporting to:** CEO MathsWorldUK

**Terms:** Full time (37 hours a week). Job share will be considered.

**Hours of work:** Expected to be 9:00 – 4:30 on weekdays and 9:00 – 5:30 on weekends with occasional evenings. Suggested working days - Wednesday to Sunday with opportunities for weekends of leave by arrangement.

**Compensation & Benefits:** This role will be a Fixed Term Contract for 1 year.

Salary is £27,000 - £28,500 per annum (dependent on experience) and 28 days annual leave.

**Location:** Leeds city centre.

**Areas of responsibility:** The MathsCity Manager will lead the visitor experience team at MathsCity, ensuring a high quality visitor experience. The post holder will support the CEO in generating income from admissions.

### Accountabilities

1. Achieve exceptional standards of visitor experience at MathsCity
2. Monitor visitor numbers and income, support strategies to grow audiences and generate income
3. Work with the MathsWorldUK team to grow and diversify audiences through programmes of special events and community engagement
4. Ensure MathsCity and its team sustains excellent working relationships with MathsWorld's key partners and supporters

## Key Responsibilities:

### Visitor Experience

1. Develop and maintain a culture of continuous improvement in visitor experience
2. Build and lead a proactive and motivated team that delivers exceptional standards of visitor experience and effective day-to-day operations
3. Respond to visitor enquiries (compliments, comments and complaints) about MathsCity and facilities
4. Develop excellent knowledge of MathsCity's visitor profile and potential markets. Support the Marketing and Communications team in their visitor research and promoting MathsCity in order to grow and diversify audiences and income

### Facilities and Operations

5. Ensure high standards of security, cleanliness and hygiene, and oversee repairs and maintenance at MathsCity when required
6. Manage and review Health and Safety at the sites including risk assessments and statutory requirements, all in accordance with Health and Safety regulations.
7. Adhere to licensing requirements, statutory requirements and regulations
8. Ensure effective management of the daily operations
9. Proactively cover absence and provide sufficient staffing, taking a hands on approach to fill emergency gaps in rotas as and when required

### Management

10. Responsible for the performance of the MathsCity team against agreed targets
11. Monitor and report on performance on a monthly basis
12. Monitor budgetary income and expenditure as per financial regulations and guidelines
13. Ensure that all ticketing monies and data taken are recorded in accordance with cash handling policies and Data Protection legislation
14. Conduct 3- monthly staff 1:1s and annual appraisals; manage holidays, illness and other HR issues arising; recruit, induct and develop staff.
15. Observe all health and safety regulations and requirements relating to the duties of the post in accordance with H&S legislation, observing the child protection measures applicable by law
16. Undertake all duties in accordance with MathsWorldUK's equal opportunities policy.

### MathsCity Development

17. Ensure a programme of events and activities in order to maximise income and visitor development.
18. Host visits from funders and key stakeholders within MathsCity as required

19. Represent MathsCity at external museum events and forums

### Income Generation and Finance

20. Generate income through ticket sales and support commercial activities to meet wider income targets.

21. Identify and take forward opportunities to generate income in ways that add value to the visitor experience

### Person Specification

	Essential Criteria	Desirable Criteria
Knowledge	Knowledge and experience of: -Health & Safety issues with respect to -managing a building or site -Ticketing and rota systems -Budget monitoring, margins, budgets and profit and loss	Knowledge of community engagement and audience needs; including families and schools
Experience	-Experience of line management -Experience of working in a busy customer focused environment (not likely to be less than 3 years of experience) -Managing and delivering consistently high standards of customer service -Budget management	-Managing visitor attractions -Delivery of public events, activities and/or community projects -Experience in a hospitality setting
Skills	-Ability to lead, inspire and motivate staff and volunteers -High level of numeracy and literacy -IT literate and familiar with MS office -Quick-thinking ability to manage a wide range of tasks simultaneously and work under pressure -Able to communicate with a wide variety of people verbally and in writing	Conflict management
Qualification		Post-16 mathematics qualification.
Aptitude and passion	-A flexible approach to work, able to undertake a range of activities and to work to deadlines -Customer focussed, always considering the needs of the customer first	

	<ul style="list-style-type: none"> <li>-Able to act on own initiative and be self-motivated</li> <li>-A good team worker assertive and enthusiastic, diplomatic and polite</li> <li>-Enthusiasm for education and mathematics</li> </ul>	
Circumstances	Available to work flexibly including at weekends, evenings and Bank Holidays	
Safeguarding Children, Young People and Vulnerable Adults	<ul style="list-style-type: none"> <li>-Fully understands their role in the context of safeguarding children, young people and vulnerable adults</li> <li>-Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults</li> </ul>	
Equal Opportunities	-Awareness of and positive approach to equal opportunities in service delivery and employment	

**Application process and interview dates:**

To apply for the role, please send an up to date CV and cover letter to [admin@mathsworlduk.com](mailto:admin@mathsworlduk.com)

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

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