

## Job Description – MathsWorld Deputy Manager



**Introduction:** MathsWorld has been operational since Oct 2025 and is a fun hands-on math's experience on London's South bank with interactive activities, exhibits and puzzles suitable for all ages.

**Title:** MathsWorld Deputy Manager

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

### KEY DETAILS

- This role will be a fixed term contract for 2 years.
- Location: MathsWorld, London (this job requires the postholder to work from MathsWorld)
- Hours: 9:30 am – 5:30 pm with 30 min lunch break
- Working Pattern: 3 - 5 days per week, between Tuesday and Sunday
- Salary: £30, 000 - £33,000 per year pro rata, dependent on experience
- Holidays: Pro rata of 28 days holiday inclusive bank holidays
- Start Date: 1<sup>st</sup> April (may be negotiable)

**Reporting to:** MathsWorld Manager

### DUTIES AND RESPONSIBILITIES

#### People

- Managing Team – Supporting the Mathsworld Manager in effective management of the MathsWorld team. Including following up on development points raised and annual appraisals and deputising for the manager during annual leave.
- Training – work with the manager to recruit new staff where needed. Inducting new staff, and supporting the manager to ensure the team are fully trained and confident in key areas such as sales, customer experience, knowledge of the exhibits, as well as operational processes and procedures.
- Volunteers - Recruit, induct, train and retain volunteers, and ensure they are managed well and feel valued.

#### Facilities & Operations

- Operations – effective management of day-to-day operations, especially customer correspondence.
- Cleaning & Maintenance – when deputizing for the manager ensuring MathsWorld is kept clean at all times and that exhibits are in good working order,

with broken exhibits taken out of service and fixed / reported in a timely way.

- Security – when deputizing for the manager responsible for security, and ensuring processes are followed to prevent damage to exhibits, theft of cash / stock / exhibits, and ensure the safety of staff, volunteers and visitors.
- Incident management - responsible for the reporting of incidents in a timely way.
- Safeguarding – when deputizing for the manager, responsible for safeguarding, responding to safeguarding incidents and reporting and escalating these correctly.

### **Visitor Experience**

- Visitor experience – maintain an excellent positive visitor experience through good customer awareness, regular checks of exhibits and areas, resolving customer complaints, and supporting the manager to deliver excellent staff training, excellent processes, to evaluate feedback and making changes where required.
- Events & Visits – work with the manager to forward plan, advertise and deliver the MathsWorld programme of activities and special events. Host funder and key stakeholder visits.
- School visits – run workshops for school groups, maintain an excellent positive school visitor experience, evaluate feedback and making changes where required.
- Visitor Follow up – work with the manager to make effective use of the data captured within our ticket and till system in order to gain visitor feedback and to increase the number of visitors reviewing MathsWorld on Google, Trip Advisor, Facebook and other key platforms.

### **Finances & Commercial**

- Increasing Sales – support the manager in growing visitor numbers and increasing sales, by identifying and implementing effective initiatives and marketing that maximises income generation, and achieve monthly sales targets, within the resources available.
- Marketing and Remarketing – work with the manager to promote MathsWorld digitally, including responsibility for managing social media accounts, create effective marketing campaigns and make effective use of the data captured within our ticket and till system to develop and deliver effective re-marketing campaigns.

**Other** - any other duties and responsibilities appropriate to the post.

## PERSON SPECIFICATION

### Experience & knowledge

- Experience of day-to-day operational management of small visitor attraction, museum or similar, including giving tours and presentations and delivering an excellent customer experience (desirable).
- A team player with the ability to demonstrate tact and diplomacy with volunteers, trustees and stakeholders (required).
- Knowledge and enthusiasm for mathematics and the MathsWorld Vision (required).
- Experience of marketing, social media and creating design content (desirable).

### Skills & Abilities

- Ability to build, lead and motivate a team, as well as be part of a team. As a team player, have the ability to act with tact, understanding and diplomacy with volunteers, trustees and stakeholders (required).
- Highly organised with the ability to plan effectively, be reliable and punctual (required).
- Ability to respond calmly and work under pressure, including confidence to make decisions and deal immediately with operational challenges and issues (required).
- Excellent communication skills including IT, presentation, and written skills. Self confidence in dealing with people of all ages and all abilities (required).
- Enthusiasm for maths, for education, and for our vision to excite people of all ability, ages and backgrounds about maths (required).
- Ability to work weekends, and work flexibly for special events (required).
- Ability to work in alignment with the values of MathsWorld (required).

### Education & Qualifications

- GCSE grade C and above in English Language and maths (required).
- Post 16 qualification in mathematics (desirable).

### Application process and interview dates:

To apply for the role, please send an up to date CV and cover letter to [katie.chicot@open.ac.uk](mailto:katie.chicot@open.ac.uk)

Please note that the closing date for applications is 18<sup>th</sup> Feb 2026

Interviews will likely be held over Zoom week commencing 2<sup>nd</sup> March.