A logo with a rainbow and a circle

Description automatically generatedRef – 10999

Operations and Customer Experience Manager

Sutton in Ashfield, Nottinghamshire

Full time 37 hours per week over 7 days (Flexibility in the working hours will be required to accommodate evening and weekend events)

Up to £35000 depending on experience

Do you have a passion for stimulating STEM based learning?

Nottinghamshire will soon have a new state of the art planetarium which will welcome

visitors from local communities as well as from further afield. Fresh Start Recruitment are

proud to be working with Sherwood Observatory to recruit an Operations and Customer

Experience Manager to help us develop this attraction and deliver a high quality customer

experience.

We are seeking someone who has is a well organised individual who values excellent

customer services and is looking for an opportunity to help grow our organisation as well as

themselves.

If this sounds exciting, then it could be the start of a new adventure for you

**Principal Duties for Operations and Customer Manager are:**

* Manage the day-to-day operations of the new Science Discovery Centre and Planetarium to create a working and visitors environment which will provide high quality visitor experience.
* Develop a venue which will have the potential to attract investment and support from external contacts.
* Support the development of business opportunities to increase visitor numbers and centre income.
* Manage the marketing and booking of activities and events.
* Support recruitment activities of other team members as the Centre grows.
* Support operation of the existing observatory facilities (optical and radio)
* Inspire and motivate the team, including volunteers providing the appropriate training on a regular basis to improve performance, skills and knowledge to maximise service delivery.
* Work within agreed budgetary targets and service standards as jointly agreed with the Trustees to minimise costs and promote income generation.
* Ensure training is up to date, in order to comply with relevant regulations, such as health and safety requirements.

**Personal Attributes;**

* GCSE Maths and English (or equivalent)
* General operational management
* Strong ability to work and communicate with a wide range of clients from school children to corporate clients
* Understand budgetary management to support the development of the centre
* Confidence in using software packages such as Microsoft suite
* Ability to use social media for promotion and marketing
* Have a positive ‘can do’ philosophy to work
* Working in or managing a facility such as exhibition space or museum

This is a one-off opportunity to join a well-established and reputable organisation

who are looking to grow and develop their contribution to the local and surrounding areas of

Nottinghamshire.

If this role is something that interests you, please apply by sending a covering letter

expressing why you believe you would be suitable for this role along with your CV to [info@fscs.uk.com](mailto:info@fscs.uk.com).

Fresh Start Recruitment have offered temporary and permanent staffing solutions since 2004 for the Mansfield, Ashfield and surrounding areas. We pride ourselves on providing outstanding recruitment and employment services to our clients and the community to create long lasting careers with amazing companies.

Due to the high volumes of applications, we are currently receiving, unfortunately we are only able to contact candidates who are successful in progressing to the next stage. If you have not been contacted within 7 days of your application, then please presume that you have not been successful on this occasion.