

Science Communicator

Reporting to: Exhibition Managers
Reports: None
Position: Part Time

Role

To be part of the team which aims to have Techniquiest recognised as the leading science and discovery centre in the UK by ensuring that all our audiences receive the best possible experience, by providing engaging interaction and exceptional customer service.

Main Responsibilities

Actively engage with visitors and encourage interaction between visitors and exhibits to make the Techniquiest experience exciting, entertaining, interesting and fun for all.

Be active in approaching Techniquiest visitors and help them with any enquiries regarding their visit.

Lead high-quality and engaging presentations in Techniquiest's Science Theatre, Planetarium and Lab, or as part of our comprehensive schools' outreach programme, for audiences of up to 100 people. This will include interactive shows, workshops and debating sessions for both schools and public audiences.

Engage with visitors at external events where Techniquiest has a temporary presence. This could include staffing a small exhibition, leading shows, or providing small science demonstrations at venues such as shopping centres, or at cultural and community events such as the National Eisteddfod or Royal Welsh Show.

Be proactive in understanding the STEM subjects used in Techniquiest's exhibits and shows in order to communicate effectively.

Present short science demonstrations and facilitating 'make and take' activities in the exhibition.

Meet and greet groups, including schools, birthday parties, and others, and make all necessary arrangements to ensure a smooth visit.

Work at the front desk to welcome public visitors to Techniquiest and process their admission whilst promoting and actively selling our Gift Aid Scheme.

Deal effectively and sensitively with complaints or difficult situations, reporting all incidents to the Exhibition Manager.

Maintain the highest standards of cleanliness across all of Techniquiest.

Ensure that Techniquiest's Safeguarding Policy is adhered to at all times.

Supporting Duties

Make use of every suitable opportunity to promote Techniquiest products, services e.g. annual membership, exhibit sales and corporate event spaces.

Report faulty exhibits in a timely fashion, using the correct procedures for doing so, and provide feedback on hazards or potential hazards noticed through observing visitor use (or misuse) of exhibits, following up with the Exhibition Manager on anything that remains outstanding.

Provide general support to the Operations department and the wider organisation with administrative and other tasks as required.

Keep up to date with, and be able to offer visitors, general information about nearby attractions and facilities in Cardiff Bay, such as the location of the nearest cashpoint, bus stop and post box.

To work safely and undertake training and other Health & Safety measures relevant to the role.

To always work within the Techniquiest Values and Behaviours Framework and embrace our values of Excellent, Inspirational, Inclusive, Collaborative, Empowering and Innovative.

To perform other duties which are not included above, but which are consistent with the post.

Person specification

Qualification

- Educated to a minimum of Grade C or above in Maths and English
- First Aid at Work is desirable
- A full Driving Licence is essential (or willing to work towards)

Experience

- Experience of working in the operational team of a Science Centre or Museum would be highly desirable.
- Experience in a customer-facing role, and/or experience of working with children and young people is also desirable.

Skills, knowledge, abilities

- Be able to communicate enthusiastically, on a one-to-one basis and with groups of people of all ages and backgrounds, including children.
- Be willing to accept a mixture of duties and responsibilities with tasks varying from those which are routine to others which involve initiative.
- Have a proven understanding of customer needs/expectations.
- Be willing to develop new skills.

Personal attributes

- Speaks clearly and enthusiastically in a friendly manner to a variety of visitors.
- Projects self positively and enthusiastically, with a cheerful disposition.
- Portrays appropriate levels of assertion/control/self-confidence.
- Demonstrates the values and behaviours of the framework
- Remains calm under pressure.
- Flexible attitude to working hours and an ability to respond to requests at short notice.
- A high standard of personal cleanliness and appearance.
- A tactful manner.
- Attention to detail.
- Highly motivated, dependable, and able to work within a team.
- Welsh speaker desirable.