

## **Job Description Science Communicator**

Line Manager: Exhibition Manager

Position: Part Time (Seasonal)

Weekend and evening work may be required as part of this post.

### **Role**

To be part of the team which aims to have Techniquest 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 Techniquest experience exciting, entertaining, interesting and fun for all.

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

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

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

Work at our Front Desk to welcome public visitors to Techniquest and process their admission whilst promoting and actively selling our Gift Aid scheme.

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

Deal effectively and sensitively with complaints or difficult situations.

Maintain the high standards of cleanliness across all of Techniquest.

Ensure Health and Safety standards are met at all times, and be able to carry out safe evacuations of all visitors when necessary.

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

### **Supporting Duties**

Make use of every suitable opportunity to promote Techniquest products, services (e.g. annual membership and exhibit sales) and events 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.

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

### **Person specification**

#### 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 able to think analytically and solve basic problems.

- Be willing to develop new skills.
- A full clean driving licence is desirable.

## Experience

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

## Personal attributes

- Able to speak clearly and enthusiastically in a friendly manner to a variety of visitors.
- Able to project self positively and enthusiastically, with a cheerful disposition.
- Able to portray appropriate levels of assertion/control/self-confidence.
- Able to remain calm under pressure.
- A 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.