



TITLE:	STEM Communicator
REPORTS TO:	Public Programme Coordinator
CONTRACT:	Varied Hours
SALARY LEVEL:	Starting at £7.70 per hour dependant on age
HOURS:	Varied hours, weekends required.

Main Purpose of Job

As an ambassador for Aberdeen Science Centre, you will be an enthusiastic, reliable and friendly individual with excellent communication skills who can multi-task and be flexible when engaging with a variety of visitors.

Your role is key to the Science Centre - on many occasions you will be the first and last impression of the visitor's day out. You will interact with all visitors in a positive, outgoing manner and ensure they have a 5* experience at all times.

You will be responsible for delivering workshops, alongside birthday parties and on occasion covering reception duties, attending outreach events and assisting with club delivery.

Main Duties and Responsibilities

- Provide an enthusiastic, friendly welcome to all visitors throughout the centre
- Deliver workshops and other interactive activities to members of the public and group bookings
- Deliver birthday parties, including set up, delivery of the party theme and clearing up at the end of the party
- Provide a high level of customer care
- Approach and interact with visitors to ensure they have an enjoyable and inspiring experience
- Ensure exhibition areas are clean, tidy and in working order, and reporting any broken or damaged exhibits or equipment
- Encourage visitors to complete feedback
- Till operation and cash handling at reception may be required
- Ensure a sound knowledge of the workshops and activities of the Science Centre to be able to engage with visitors and answer any questions/queries
- Carry out any other tasks/duties as deemed appropriate and reasonable

All Science Centre staff are expected to

- Perform their own general clerical duties including, but not limited to, typing, copying, mailing and filing
- Ensure all current legislation including but not limited to GDPR and Health and Safety is followed at all times
- Maintain confidentiality in all aspects of client, staff and agency information.
- Consider the day to day environmental impact of their work and act to reduce accordingly i.e. turn off unwanted lights, reduce paper usage etc.
- Follow any other reasonable duties as assigned by their line manager or Chief Executive.
- To attend conferences and other learning opportunities as required



The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post mentioned above.

Aberdeen Science Centre reserves the right to amend the Job Description in consultation with the employee.

Aberdeen Science Centre pursues a policy of equal opportunities in the appointment and promotion of staff.

PERSON SPECIFICATION

Essential Competencies

- A great personality and to be genuine, approachable and attentive
- Excellent verbal communication skills
- Skilled listener with great people skills
- High regard for customer care and service
- Professional approach to all tasks and staff members at all times
- Basic scientific knowledge
- Outgoing, natural performer when speaking to large audiences of all ages
- Commitment to delivering ASC's Mission, Vision and Core Ideology

Desirable Competencies

- Experience in engaging with visitors in a similar role
- Good proven organisational and planning skills