

Job Description



Faculty/Department	North Wales Science
Section	Xplore!
Job Title	Science Communicator
Reports to	Education Officer
Grade	Hourly Paid - Real Living Wage

Principal Accountabilities

Science Communicators are the heart of what we do at Xplore!. The Science Communicator role is crucial in ensuring an excellent experience for all participants, delivering a quality experience at all times. The role involves working with diverse audiences, delivering activities - sometimes virtually, as well as at the Science Discovery Centre and across Mid and North Wales and Northwest England as outreach.

Key Tasks

Science Communicator, general tasks:

Provide guidance and support to visitors and encourage facilitated learning and enjoyment by giving clear information on the use of exhibits and the science behind them as necessary.

Maintain exhibits, exhibition space and equipment, clean exhibits, equipment and areas as required. Monitor spaces throughout the day to ensure that areas remain clean, stocked, working and ready for the next visitor. Report any damaged or broken exhibits to the appropriate person.

React sensitively to the needs of individual and group visitors of all ages, abilities and backgrounds. Ensure that all visitors are treated respectfully and tactfully. Specialist days, events, and activities are delivered regularly to cater for a wide variety of audience requirements.

Lead school and community groups on their visit, briefing groups on arrival and ensuring that all of their needs are met whilst at the centre.

Encourage visitors to provide feedback, this will help to inform best practice and a culture of continuous improvement.

Undergo and actively engage in training provided by Xplore! or contracted third party organisations.

Additional Science Communicator roles.

These roles are allocated in-line with business needs and after completion of relevant training. These roles come with an additional payment per shift.

Presenter/Developer:

Deliver a wide range of shows, workshops and busking activities to audiences including families, schoolchildren, business groups and adult community learners.

Lead birthday parties within the science centre, delivering themed activities to birthday party children and their guests.

Work closely with colleagues to deliver an outreach programme to schools across Mid and North Wales and North West England.

Support the community outreach team to deliver community outreach activities to groups and events across Mid and North Wales and North West England.

Contribute to the development of educational activities. Using individual specialist knowledge or interests, alongside research, support the development of new workshops, shows and activities that will enhance the offer.

Act as a key holder to the centre. Be responsible for accessing equipment for outreach activities and securing the building after visitors have departed. Training in the alarm system and how to secure all access points will be required. Occasional evening work is required.

Duty Supervisor:

Act as the duty supervisor for the centre. Be the main point of contact in the case of emergency – fire warden and first response training is provided.

Coordinate other Science Communicator and Front of House staff working on the day, to ensure daily tasks are completed and standards are maintained.

Operate and cash up the till as required, to assist the Front of House team.

Weekend, evening and school holidays, plus occasional weekday availability required

Special Features

The role often requires a significant amount of physical input and activity, staff are required to be active for periods of time.

Willingness to travel and having a full driving licence are beneficial to the Presenter role. To deliver outreach activities there may be a requirement to drive company vehicles.

A mix of weekday and weekend availability allows staff to engage with different audiences.

General Duties

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Post-holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within Xplore! are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Centre Manager and commensurate with their skills, knowledge, and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Job Title: Science Communicator

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Demonstrable customer service skills with a good understanding of how to meet individual customer needs.	A / I / P	D
		1.2	The ability to organise own time and prioritise tasks effectively, with a high level of self motivation.	A / I	D
		1.3	First class interpersonal skills with an approachable and enthusiastic personality.	I	D
2	General & Specialist Knowledge	2.1	Ability to, or willingness to learn to communicate in Welsh or other locally-spoken language at an Intermediate or higher Level.	A / I / P	D
		2.2	A clear understanding of or willingness to learn STEAM (Science, Technology, Engineering, Arts, Maths) related subjects.	A / I / P	D
3	Education & Training	3.1	Qualifications or equivalent in a science or education related subject.	A / P	D
		3.2	Excellent IT skills with clear understanding of the Microsoft Office Application.	A	D
4	Relevant Experience	4.1	Previous experience of working in a visitor attraction or similar environment.	A / I	D
		4.2	Full driving licence and a willingness to travel, to enable activity delivery across the region.	A	D

5	Special Requirements	5.1	Willingness to undertake and adhere to Health and Safety training and policies.	A / I	E
		5.2	Prepared to submit documentation for an Enhanced DBS check.	A	E
		5.3	Flexibility on working hours to allow for travel to and from outreach venues.	A / I	D

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable