

JOB DESCRIPTION

TITLE:	Visitor Experience Administrator
REPORTS TO:	Head of Services & Operations
CONTRACT:	<p>3 positions available:</p> <p><i>Part time, 25 hours per week</i></p> <p><i>Part time, 18 hours per week</i></p> <p><i>Part time, 18 hours per week</i></p> <p>Fixed term 18-month Contract, annualised hours</p>
SALARY RANGE:	Grade 2a £20,000 - £24,000

KEY RESPONSIBILITIES

You will be the face of Dundee Science Centre – based at reception you will welcome, visitors, colleagues, partners, and stakeholders with a welcoming and bubbly attitude. You will be an excellent communicator and an effective team player that has the ability to multi-task. Your main function will be to ensure every visitor to Dundee Science Centre experiences an amazing visit and receives excellent customer care. This is a public facing role and as such you will work across the Services departments with a proactive hands-on approach to 5-star operational delivery.

You will work closely with all members of both our Services and STEM delivery teams, implementing and adhering to Dundee Science Centre's policies and procedures to ensure the smooth and effective running of the visitor attraction.

This is an exciting period of renewal for DSC, as we move forward with our engaging strategic vision that puts our audience at the heart of what we do. We are making it our mission to broaden our impact, matching our inspiring programmes, expertise and creativity to the needs and wants of our visitors. We are finding new ways to connect with more people, and creating an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

You will be an advocate for Inclusion & Diversity, contributing to the development of DSC's widening access strategies creating a culture of inclusion for our team and audiences.

The successful candidate will have a positive, resourceful, and confident nature with the ability to work independently and play a key role across the organisation. You will have an excellent knowledge and understanding of customer service, social media management and have excellent digital skills and knowledge.

The post holder will be expected to work flexibly within the Dundee Science Centre team.

The post holder will report daily to the Visitor Experience Lead on duty at the time and be line managed by the Head of Services and Operations.

This post is available on a part-time basis. Hours of work will be flexible depending on the availability of the individual; and will include shifts over the weekend and evening work.

MAIN DUTIES

1. To oversee and provide an excellent visitor experience at our admissions desk and Gift Shop ensuring best practice in approach and delivery.
2. Manage DSC's booking and related finance systems for all audiences and effectively articulate and progress these bookings from initial contact to post-visit feedback.
3. Manage DSC's Audience engagement methods, via phone, email, website, and social media to support specific community engagement partnerships and projects within DSC with the initial focus being the management overview of The Art Works community engagement programme.
4. Create social media content and support with scheduling across all aspects of DSC's services, programmes and products and managing all related digital systems.
5. Lead all manner of administration tasks as required across all teams.
6. Carry out procurement and stocktakes as required.

Reception/Admissions Desk

- Provide visitors with an excellent experience and a high level of customer care
- Provide answers to all visitor queries, with regards to products or the Centre itself
- Identify if we can provide additional support to our visitors, ensuring they feel welcome and get the most out of their experience with us
- Start up and prepare for the day
- Re-stock merchandise and consumables including stock rotation
- Till operation and cash handling
- Complete the cleaning rota and consistently maintain hygiene levels, in accordance with Cooksafe and COVID – 19 regulations
- Prepare for the next operating day at the end of each working day by correctly shutting down and ensuring all tasks are completed
- Assist Visitor Experience Leaders and Science Communicators with other tasks where required (e.g. quality assurance)

Administration

- Support with administration of DSC's programmes and services.
- Support the Head of Services & Operations in creating, developing, and implementing SOPs across the organisation.
- Support the Visitor Experience Leader with staff rota creation based on confirmed bookings.
- Supporting the Exec Team with the implementation of new EPOS and Finance systems
- Preparation, creation, and distribution of documents as required such as invoices, reports, memos, letters, and financial statements using word processing, excel spreadsheets, databases and/or other presentation software such as Microsoft Office, Xero, Sedao and Canva or other programs
- Provide specific admin support for the Exec Team when requested

Audience engagement

- Manage the Dundee Science Centre booking system including providing information, quotes, confirmations and visit information to all manner of audiences including, schools, organised groups, corporate event clients and outreach visits
- Provide admin support where necessary for upcoming events and update both the DSC website and the external What's On website

- Respond to queries by phone, post, email. Manage social media accounts by responding to comments and enquiries as well as referring queries to specific departments as and when required
- Social Media content creation and scheduling
- Support with the collection of visitor feedback and evaluation as we continue to understand our audiences and make improvements

Procurement and stock control

- Create, collate, and place orders when required
- Support with monthly stock take when required

Finance

- Process quotes and invoices for all bookings and ensure, where required, that project funding streams are updated accordingly
- Process admission refunds, through our booking and finance systems where required

Other

- Contribute to the development of Dundee Science Centre's Inclusion and Diversity strategy and policies
- Responsibility to keep own professional knowledge and skills up to date
- Any other duties deemed appropriate or required due to business needs.

KEY PERFORMANCE INDICATORS

Your role will be measured by the following KPI's:

1. 30% - Oversee and provide excellent visitor experience and engagement at reception and Gift Shop ensuring best practice in communication approach and delivery.
2. 25% - Responsible for the booking and related finance systems from pre-visit to post-visit
3. 10% - Responsible for providing administration support to all departments throughout the Centre as required
4. 15% - Adding value by working and engaging with staff across DSC and via social media to reach our customers
5. 10% - Be an ambassador for DSC and growing our culture of trust
6. 10% - Your development: with your line manager, identify and undertake training as necessary

PERSON SPECIFICATION

Qualifications, Experience and Skills

	ESSENTIAL	DESIRABLE
Educated to degree level or equivalent experience in a relevant subject area (marketing, finance, retail, administration)	X	
Full, clean UK Driving License	X	
Experience in a customer service-related position	X	
Coordination of concurrent projects	X	
Experience of using digital programmes in the administration process of the Centre (or	X	

be willing to work towards CPD to enhance skills for digital competency)		
Experience of the operational management of booking & finance systems and of using, creating content, and managing social media platform	X	
Ability to work strategically and make viable recommendations	X	
Experience of developing and using evaluation and audience research	X	
Able to demonstrate efficient time and work-schedule management	X	
Working in a Visitor Attraction setting		X
Experience of working in a community setting with a diverse audience		X

Personal Qualities

- Confident and comfortable working in a public facing environment, interacting with a variety of diverse audiences.
- Excellent communication skills, both orally and written
- Ability to lead and work effectively in a team, as part of a large team, and individually.
- Excellent interpersonal and organisational skills.
- Ability to work flexibly under pressure
- Enthusiastic, reliable, hard-working, and willing to 'muck in' when needed.

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Therefore, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.