

JOB DESCRIPTION

TITLE:	Senior Science Communicator
REPORTS TO:	Visitor Experience Leader
CONTRACT:	18-month contracts: ranging from part time (22.5hr) – full time (37.5hr) annualised hours contracts available
SALARY RANGE:	Starting salary £21,042 FTE hourly rate (Grade 2b banding £20,000 - £26,000)

KEY RESPONSIBILITIES

The Senior Science Communicator will report into the Visitor Experience Leader and guide and co-ordinate the day-to-day STEM audience engagement aspects within Dundee Science Centre and across 3rd party sites to ensure an environment that is engaging, fun and provides an excellent visitor experience. They will have responsibility for the smooth operation of Dundee Science Centre STEM programmes and services daily by supporting the Visitor Experience Leader (VEL). They will support, train and coach the wider Visitor Experience Team in elements of science communication to ensure the quality of delivery by team members meets the audience expectations and standards, achieving the strategic themes and purpose of Dundee Science Centre through a proactive and consistent attitude to the visitor experience. Primary objectives will be championing enhanced visitor engagement, ensuring that audiences have an enjoyable, safe, and inspiring experience.

You will be responsible for: developing and delivering high quality science, technology, engineering, and mathematics (STEM) programmes across all audiences in a blended approach with a key focus on digital, in-centre, outreach and in homes in line with Dundee Science Centre's key aims and objectives, alongside local and national government initiatives, and priorities.

You will be an ambassador for and the public face of Dundee Science Centre. You will be an excellent communicator and an effective team player with the ability to multi-task. Your main function will be to interact with all visitors in a friendly, outgoing manner ensuring an exceptional experience.

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 visitor engagement.

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

This post is available on a part-time or full-time basis, candidate dependant. 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

Delivery

Under the direction of the Visitor Experience Leader:

- Responsible for the delivery of audience engagement within DSC and across 3rd party sites includes digital, face to face in reach, face to face outreach and remote.
- Carryout the Visitor Experience Assistant (VEA) role as required.
- Responsible for training the VEA delivery team, to ensure a STEM quality approach remains the focus.
- Responsible for supporting the Visitor Experience Lead to ensure a quality approach to Science Communication and delivery of VEA's. This includes induction, training, evaluation, coaching and mentoring to further their personal development.
- Building positive relationships with visitors and to pro-actively manage the audience experience.
- Build positive and proactive relations with colleagues.
- Assist in carrying out all safety procedures as needed and in accordance with established legal obligations and practices. Lead on the programme risk assessment procedures, as required, for the safety of all audiences and staff.
- Responsible for supporting Volunteers and interns ensuring a quality approach to Science Communication and delivery. This includes induction, training, evaluation, coaching and mentoring to further their personal development.

Programme Development

Under the direction of the Visitor Experience Leader:

- Responsible for project managing the programmes from concept to delivery including Curriculum for Excellence experience and outcomes, digital programme development, marketing requirements, digital assets etc.
- Responsible for developing and delivering high quality science, technology, engineering, and mathematics (STEM) including literacy programmes across all audiences in a blended approach with a key focus on digital, in-centre, outreach and in line with Dundee Science Centre's key aims and objectives.
- Responsible for ensuring evaluation of programmes and analysing data, recommending improvements, and managing the implementation process.
- Responsible for ensuring evaluation and analysis being captured for the creation of reports back to DSC team, partners, and stakeholders to demonstrate progress and impact of the learning and development programmes
- Represent Dundee Science Centre in collaborative projects with partners.
- Maximise existing revenue streams and increase where possible in line with the business plan priorities enhancing programmes and services.
- Responsible for ensuring that all programme delivery has the adequate kit and equipment required for delivery including but not limited to: Stock take, procurement, budget/funding management
- Responsible for chairing and minute taking at weekly STEM Engagement team meetings
- Deputise for any member of the STEM Engagement team as required
- Support the Head of IT, Facilities and Infrastructure, with H&S aspects in particular risk assessments of all programmes delivered both internally and externally
- Ensure all employees comply with all policies and procedures as set by the organisation.
- Responsible for amendments to existing policies and procedures where required
- Responsible for marketing processes to ensure powerful awareness raising.

Other

- Contribute to the development of Dundee Science Centre's Inclusion and Diversity strategies and policies
- Supervision of direct and indirect team members
- Respond to enquiries by person or phone/email
- Prioritise workloads in response to business needs
- 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. 40% Responsible for the delivery of audience engagement within DSC and across 3rd party sites includes digital, face to face in reach, face to face outreach and remote.
2. 25% Responsible for project managing programmes from concept to delivery
3. 15% Adding value by working/engaging with staff across DSC and via social media to reach our customers
4. 10% Be an ambassador for DSC and growing our culture of trust
5. 10% Your development: with your line manager, identify and undertake training as necessary

PERSON SPECIFICATION

Qualifications, Experience and Skills

	ESSENTIAL	DESIRABLE
Qualification in a science subject (minimum HNC level) or equivalent experience in a relevant subject area (science subject, science communication)	X	
Full, clean UK Driving License	X	
Teaching Qualification		X
Community Education experience		X
Successfully coordinating several projects and responsibilities concurrently	X	
Experience of using digital programmes including Rise to create Programmes for delivery across a blended engagement model for all audiences	X	
Experience of engaging audiences with learning in STEM related topics	X	
Working in a Visitor Attraction setting		X
Experience and evidence of successfully leading, inspiring, and managing a team	X	
Able to demonstrate efficient time and work-schedule management	X	

Personal Qualities

- Confident and comfortable working in a public facing environment, interacting with a variety of diverse audiences, speaking at events and to large groups
- Enthusiastic about science communication with a sound knowledge of STEM topics
- Practical knowledge of effective learning and engagement techniques
- Motivation to build relationships and meaningful partnerships with a variety of audiences.
- Excellent presentation and engagement techniques.
- Excellent ability to initiate projects and collaborate with external partners.
- Ability to effectively manage budgets
- Knowledge and competence to use IT including Microsoft packages, and ability to learn to use new ICT applications and equipment.
- Ability to work flexibly under pressure
- 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.