

JOB DESCRIPTION

TITLE:	Science Communicator
REPORTS TO:	Development & Fundraising Manager
CONTRACT:	Flexible – zero hours
SALARY RANGE:	£20,118 Grade 2a Science Communicator £20K - £24K

KEY RESPONSIBILITIES

The Science Communicator will deliver visitor engagement activity to all audiences at Dundee Science Centre while helping to support the creation and development of new engagement materials, providing fun and exciting experience.

They will have responsibility for the smooth operation of Dundee Science Centre programmes and services daily, supporting the Visitor Experience Leader (VEL). They will support the wider team in science communication and ensure the quality of delivery by team members meets audience expectations and standards, therefore 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 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 may at times be responsible for: developing 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 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 varied hours 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

Delivery (90% of role)

- 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.
- Carry out Visitor Experience Assistant role as required.
- Responsible for supporting the VEL ensuring a quality approach to Science Communication and delivery by 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 (10% of role)

- Supporting and assisting the Senior Science Communicator with programme creation and delivery.
- Responsible for 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 homes in line with Dundee Science Centre's key aims and objectives.
- 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 marketing processes to ensure powerful awareness raising

Other

- Contribute to the development of Dundee Science Centre's Inclusion and Diversity strategies and policies
- Respond to enquiries by person or phone
- Ensuring the suitability and readiness of programmes for delivery
- Organise and plan the daily delivery programme of VEAs
- Prioritise workloads in response to business needs, within timescales and with resources available using initiative to delegate workloads
- 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. 60% Responsible for the delivery of audience engagement within DSC and across 3rd party sites including digital, face to face in reach, face to face outreach and remote.
2. 10% Responsible for project managing programmes from concept to delivery
3. 10% Adding value by working/engaging with staff across DSC and via social media to reach our customers
4. 10% Being 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
Educated to degree 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 to create Programmes for delivery across a blended engagement model for all audiences		X (willing to work towards CPD to enhance skills for digital delivery)
Experience of engaging audiences with learning in STEM related topics	X	
Working in a Visitor Attraction setting		X
Experience and evidence of working together successfully in a team	X	
Successfully coordinating several projects and responsibilities concurrently		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, speaking at events and to large groups
- Motivation to build relationships and meaningful partnerships with a variety of audiences
- Ability to communicate complex ideas in an accessible and engaging manner
- Passionate about science communication
- Enthusiasm for, and good knowledge of, STEM topics
- Practical knowledge of effective learning and engagement techniques
- Excellent knowledge and ability to deliver effective presentation and engagement techniques.
- Knowledge and competence to use IT including Microsoft packages, and ability to learn to use new ICT applications and equipment.
- Ability to work effectively in a team, as part of a large team, and individually.
- Excellent communication and organisation 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.