

JOB DESCRIPTION

POSITION	Science Communicator
REPORTS TO	Gallery Engagement Manager
DEPARTMENT	Science Operations
DIRECT REPORTS	None
CONTRACT	36 hours Annualised, Permanent

VISION, MISSION, AND VALUES

Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC (Glasgow Science Centre) a welcoming, respectful, and supportive community for everybody.
- **We innovate** by being proactive, inquisitive, and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

ROLE PURPOSE

COMPANY CONFIDENTIAL

0141 420 5000 | glasgowsciencecentre.org
50 Pacific Quay | G51 3EA

To work within the Science Operations team to deliver science engagement within our galleries whilst providing 5-star customer service.

To deliver activities and programmes for all our audiences (education, public and corporate visitors) in a variety of venues, including our science galleries, planetarium, Newton Flight Academy, and across Scotland as part of our touring GSC On Tour team.

KEY RESPONSIBILITIES

- To work with a dynamic team across 7-day opening, including holidays, and special evening events, across the year.
- To implement the GSC 5-star Customer Service promise. Offer a fun, safe and welcoming environment to all customers, providing integrated, coordinated, and professional level of service to all our customers at point of contact.
- To resolve basic customer complaints and ask for assistance from Duty Managers when necessary.
- To ensure the Science Gallery and exhibitions are always clean and functional throughout the day.
- To engage visitors and communicate scientific concepts accurately, asking questions related to exhibits, provoking discussion, explaining scientific concepts, and making links to visitors' everyday experiences.
- To be trained to deliver, activities and shows to a high standard in our Science Show Theatre, Planetarium, Newton Flight Academy, Early Years Pod, and Teaching Lab, for public, education, community, and corporate visitors.
- To support our On Tour programme, when required, by travelling to educational facilities around Scotland.
- To work within the standards of the Glasgow Science Centre's health and safety policy and able to direct customers in an emergency to prevent injuries or accidents.
- To carry out other reasonable duties/ tasks as required delivering and meeting the objectives of your team and Glasgow Science Centre. This may include assisting in all, front of house areas.

PERSON SPECIFICATION		
Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Confident with excellent interpersonal and communication skills	X	
Experience of dealing with the public, community groups and school children	X	
Good presentation skills with ability to present to large groups/ audiences		X
Good working knowledge of IT		X
Motivation and creativity to convey learning of science and technology to others		X
Personal Qualities		
<ul style="list-style-type: none"> • A positive and enthusiastic person, with a proactive drive for excellence, creativity, and innovation. • A genuine enthusiasm for science and technology with a high-level of commitment to GSC's vision and mission. • High-level professional behaviours with customers and colleagues. • Able to display an inclusive approach when working with a diverse range of people. • Able to work effectively as part of a team, independently. • Able to work under pressure and remain calm in challenging situations. • Smart and well presented, in accordance with GSC's uniform policy. • Able to work variable shifts including weekdays, evenings, weekends, and public holidays across our 7-day business, and facility to stay away from home on occasion. 		