

JOB DESCRIPTION

TITLE:	Public & Digital Programme Coordinator
REPORTS TO:	Head of Operations
RESPONSIBLE FOR:	Customer Engagement Assistants
CONTRACT:	Full Time Permanent
SALARY LEVEL:	£25,000 per annum
HOURS:	37.5 hours per week; 5 days from 7 with regular evening/weekends required

Main Purpose of Job

Aberdeen Science Centre (ASC) is a 5-star Visitor attraction in North Scotland where people of all ages, backgrounds and abilities can be inspired and educated through science, technology, engineering and mathematics (STEM) related experiences.

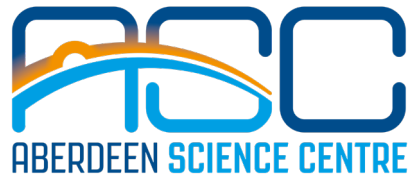
You will develop and deliver ASC's public programme which includes show and workshops for family audience, clubs and groups. This role will also establish and develop the digital learning resources for ASC in collaboration with an established but evolving Education Team.

Our exciting digital programme may include, but is not limited to, delivery for social media content, live demonstrations, webinars and Meet the Expert sessions. Your role will be to collaborate with ASC's stakeholders to support in the creation and delivery of the content.

Throughout the public and digital activities you will ensure that they are delivered by trained and informed staff to provide scientifically accurate information and in accordance with ASC's Core Values.

Main Duties and Responsibilities

- Plan, develop, coordinate and deliver a wide range of STEM activities for audiences of all ages
- Lead on the collaboration, production and delivery of digital learning resources ensuring they are delivered on time and within budget
- Communicate effectively, both orally and in writing, with ASC's stakeholders including writing proposals and reports for funding in conjunction with the Fundraising Manager
- Deliver and document training on the public and digital programmes to all relevant staff
- Actively contribute to the social media and website plan with the marketing team to reach different audiences and promote activities within the centre
- Assist in the creation of printed and digital marketing campaigns
- Manage the Customer Engagement Assistant(s), conducting personal development reviews and additional training as required
- Ensure a high level of customer service at all times
- To ensure that all shows, workshops and activities developed supports ASC's Core Ideology



All science centre staff are expected to:

- Perform their own general clerical duties including, but not limited to, typing, copying, mailing and filing
- Ensure all current legislation including but not limited to GDPR and Health and Safety is followed at all times
- Maintain confidentiality in all aspects of client, staff and agency information.
- Consider the day to day environmental impact of their work and act to reduce accordingly i.e. turn off unwanted lights, reduce paper usage etc
- Follow any other reasonable duties as assigned by their line manager or Chief Executive.
- To attend conferences and other learning opportunities as required

The above is intended to provide an indication of the MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post mentioned above.

Aberdeen Science Centre reserves the right to amend the Job Description in consultation with the employee.

Aberdeen Science Centre pursues a policy of equal opportunities in the appointment and promotion of staff.

PERSON SPECIFICATION

Essential Competencies

- Educated to degree level
- Experience working in a STEM related field
- A good demonstrable knowledge of a range of technologies to support digital learning
- Experience of delivering on a variety of digital platforms
- Ability to learn new technologies and deliver staff training on new initiatives
- Strong organisational and planning skills
- Ability to communicate enthusiastically both orally and in writing and adapt to a variety of audiences
- Ability to complete tasks with minimal supervision, thriving on using your own initiative and proactively solving problems
- Customer focused
- Great team player with the ability to contribute to shared objectives
- Willingness to be flexible on hours, with regular evening and weekend work required

Desirable Competencies

- BA/BSc (Hons) in a STEM/Education course
- Experience in reporting to stakeholders
- A full clean driving licence with access to a car