

JOB DESCRIPTION

POSITION	Planetarium Presenter
REPORTS TO	Planetarium Coordinator
DEPARTMENT	Science Operations

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

To deliver high quality Planetarium experiences for a variety of audiences and to act as a champion of science communication; supporting Planetarium Co-ordinator with day-to-day operations, and to have sole responsibility for special evening Planetarium events.

KEY RESPONSIBILITIES

- To develop and maintain a broad knowledge of astronomy research and topical astronomy news to ensure the Planetarium show content is cutting edge
- To operate and present within one of GSC's flagship areas, establishing the Planetarium as a world-class venue for astronomy education.
- To engage visitors and communicate astronomical concepts accurately within the Planetarium and the broader astronomy mission of Glasgow Science Centre.
- To deliver Planetarium shows and other astronomy activities to a consistent 5* standard for public, education and community groups of all ages
- To work with the Planetarium Co-ordinator to monitor quality of delivery in all planetarium shows.
- To participate in training and receive/give peer evaluation as required
- To carry out individual projects and tasks as directed by the Planetarium Co-ordinator
- To represent GSC Planetarium at evening or off-site special events e.g. Planetarium Lates, Sci-Fi Sundays, Sleepovers, Stargazing, at Whitelee, Science Lates and other evening events as required.
- To provide appointed person cover at identified events when required (enhanced hourly rate applicable).
- To represent GSC Planetarium at team meetings on a daily basis and ensure that effective communication takes place within the team
- To ensure the work area is clean and functional at all times. This includes the daily cleaning of Planetarium back booth, theatre area, stage and entranceways

- To assist Planetarium Co-ordinator in the co-ordination of resources and scheduling of programmes and to carry out any tasks required for smooth operation
- To support the implementation of Space Zone “Meet the Expert” programme, including meeting and greeting, assisting with set-up and acting as their main point of contact throughout the day
- To implement the GSC 5-star Customer Service promise. Offer a fun, safe and welcoming environment to all customers
- To provide an 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 Planetarium Co-ordinator when necessary
- To maintain product knowledge for all areas of GSC to support visitor enquiries
- To work within the standards of the Glasgow Science Centre’s health and safety policy
- To carry out other reasonable duties/ tasks as required delivering and meeting the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

Qualifications, Skills, Experience, and Knowledge	Essential	Desirable
Confident with excellent interpersonal and communication skills	X	
Demonstrable interest in astronomy, either academic, amateur, or science communication	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

Personal Qualities

COMPANY CONFIDENTIAL

- 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.