

JOB DESCRIPTION

POSITION	Science Communicator at Whitelee Visitor Centre
REPORTS TO	Whitelee Visitor Centre Manager
DEPARTMENT	Whitelee Visitor Centre

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 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 activities and programmes for all our audiences including education, public and corporate visitors and build knowledge and understanding of ScottishPower Renewables, wind energy and renewables.

KEY RESPONSIBILITIES

- To deliver activities and programs for all our audiences including education, public, Uniformed groups and corporate visitors to a high standard.
- To engage visitors and communicate scientific concepts accurately. This may include asking questions related to exhibits, provoking discussion, explaining scientific concepts and making links to visitors' everyday experiences.
- To deliver and support development of education programmes, special events including, Birthday parties, Halloween, Stargazing, SPR and GSC Educational events.
- To participate in training and peer evaluation as required to effectively and efficiently carry out your job.
- To assist the Senior Science Communicator to maintain a pool of highly trained staff.
- To ensure that the work area is clean and functional at all times (including exhibits, equipment, education hub, storage cupboards, floors etc).
- To provide an integrated, coordinated and professional level of service to our customers at point of contact.
- To maintain product knowledge of wind energy and Whitelee windfarm to support visitor enquiries, referring more difficult questions to Scottish Power Renewables.
- To handle lost property under the guidelines set forth by Whitelee Visitor Centre.
- To handle basic customer complaints and ask for assistance from Visitor Centre Manager/ Senior Science Communicator when necessary.
- To assist in the café during peak periods ensuring the area is clean, presentable and meeting service standards.
- To implement the GSC Customer Service promise at Whitelee visitor Centre. Offer a fun, safe and welcoming environment to all customers.

- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To work within the standards of the Whitelee Visitor Centre and Glasgow Science Centre’s health and safety policy.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Whitelee Visitor Centre.

PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Confident with excellent interpersonal, communication and presentation skills	•	
Experience of dealing with the public, community groups and school children		•
Good working knowledge of IT systems such as Microsoft Office and Outlook		•
Effective team worker	•	
Motivation and creativity to convey learning of science and technology to others	•	
A genuine enthusiasm for science and technology	•	

Personal Qualities

- A high degree of commitment to GSC’s vision, mission and values
- A flexible approach to meet overall deadlines and needs of WVC, both within and out-with your own department.
- Able to work weekends / Bank holidays / Evenings.