

# JOB DESCRIPTION

POSITION	Science Communicator
REPORTS TO	Gallery Engagement Manager
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 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 science engagement for all our audiences (education, public and corporate visitors) across all 3 floors of our Science Galleries and other venues as required. Our Science Galleries are home to a wide range of interactive exhibits, and are a fun and active environment full of creativity, curiosity, and learning.

A key aspect of this role is to engage visitors, making them feel safe and welcome, and to communicate scientific concepts accurately, asking questions related to exhibits, provoking discussion, explaining scientific concepts, and making links to visitors' everyday experiences whilst providing 5-star customer service.

## KEY RESPONSIBILITIES

- To engage visitors with our exhibits across all 3 floors of the Science Gallery.
- To ensure the Science Gallery and exhibitions are always clean and functional throughout the day.
- To work with a dynamic team across 7-day opening, including holidays and special evening events, across the year.
- To implement our 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 work within the standards of the Glasgow Science Centre's health and safety policy.
- To act as fire marshal and be competent in the swift evacuation of the Science Mall in the event of emergency.
- To resolve basic customer complaints and ask for assistance from Duty Managers when necessary.
- To deliver activities, where required, in our varied delivery spaces including Planetarium, Science Show Theatre, Newton Flight Academy, Early Years Pod, and Teaching Lab, on completion of additional training.
- To support our On Tour programme, when required, by travelling to educational facilities around Scotland.
- To carry out other reasonable duties/ tasks as required, to meet the objectives of your team and Glasgow Science Centre. This may include assisting in all

front of house areas, working evening events, and supporting other teams where required.

### 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

- 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.