**

JOB DESCRIPTION

|  |  |
| --- | --- |
| **TITLE:**  | Visitor Experience Assistant (VEA) |
| **REPORTS TO:**  | Visitor Experience Leader (VEL) |
| **CONTRACT:**  | Part time/Varied hours/Zero hours |
| **SALARY RANGE:** | SLW |

|  |
| --- |
| **KEY RESPONSIBILITIES** |
| You will be the face of Dundee Science Centre with your role predominantly being public facing and based in either Café Create or Reception. You will welcome all visitors and colleagues with a friendly and bubbly attitude and endeavour to provide an enjoyable experience to all. You will be an excellent communicator and an effective team player that can multi-task. You will have a passion for providing 5 star service as well as creating high quality refreshments, including various hot beverages. You will work closely with all members of our Services team, implementing and adhering to Dundee Science Centre’s policies and procedures to ensure the smooth and effective running of Café Create and the visitor attraction.We are making it our mission to broaden our impact, matching our inspiring programmes, expertise and creativity to the needs and wants of our visitors. We are finding new ways to connect with more people, and creating an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.You will be an advocate for Inclusion & Diversity, contributing to the development of DSC’s widening access strategies creating a culture of inclusion for our team and audiences.The successful candidate will have a positive, resourceful, and confident nature with the ability to work independently and play a key role across the organisation. You will have an excellent knowledge and understanding of customer service and a willingness to learn new skills as required. The post holder will be expected to work flexibly within the Dundee Science Centre team and will report daily to the Visitor Experience Lead on duty at the time. Your line manager will be a VEL. This post is available on a part-time basis, with the majority of hours available at weekends. Hours of work will be flexible depending on the availability of the individual and will vary every week. Hours of work will include weekends and evenings. |

|  |
| --- |
| **MAIN DUTIES** |
| **Café Create**:* To provide an excellent visitor experience ensuring a high level of customer care.
* Start up and prepare for the day
* Daily food preparation, including toasties, filled rolls, soup, sausage rolls etc.
* Prepare hot beverages to Coffee Conscience standards
* Operate machinery as required; including dishwasher, Merri chef, coffee machine, temperature probe etc.
* Ensure all stock levels are adequate in Café Create at all times; including, re-stocking products, stock rotation and ensuring servery and chilled areas are well stocked at all times.
* Stock ordering, waste management, all necessary paperwork
* Till operation, processing cash and card transactions quickly and accurately within guidelines, as well as focusing on suggestive selling.
* Monitor and record waste in accordance with DSC procedures, focusing on waste reduction.
* Complete cleaning rota and consistently maintain hygiene levels, in accordance with Cooksafe and Covid-19 regulations
* Prepare for the next operating day at the end of each working day by correctly shutting down and ensuring all tasks are completed ready for start of next day
* Assist Visitor Experience Leader with monthly stock take
* Assist Visitor Experience Leaders and Science Communicators with other tasks where required (e.g. quality assurance)

**Reception**:* To oversee and provide an excellent visitor experience at our admissions desk and Gift Shop ensuring best practice in approach and delivery.
* Provide answers to all visitor queries, with regards to products or the Centre itself
* Identify if we can provide additional support to our visitors, ensuring they feel welcome and get the most out of their experience with us
* Start up and prepare for the day
* Re-stock merchandise and consumables including stock rotation
* Till operation and cash handling
* Prepare for the next operating day at the end of each working day by correctly shutting down and ensuring all tasks are completed
* Assist all birthday party, schools and community bookings as and when required.

**Other:*** Contribute to the development of Dundee Science Centre’s Inclusion and Diversity strategy and policies
* Responsibility to keep own professional knowledge and skills up to date
* Any other duties deemed appropriate or required due to business needs.
 |

|  |
| --- |
| **KEY PERFORMANCE INDICATORS** |
| Your role will be measured by the following KPI’s:1. 30% - Deliver and provide an excellent visitor experience to all customers of Café Create, the Gift shop and visitors at Reception, ensuring a high level of customer service is always delivered.
2. 30% - Responsible for providing a high standard of refreshments, with the ability to prepare a wide range of catering and hot beverage options
3. 20% - Maintain a robust level of hygiene in Café Create by completing and adhering to all cleaning schedules and food hygiene standards
4. 10% - Be an ambassador for DSC and growing our culture of trust
5. 10% - Your development: with your line manager, identify and undertake training as necessary.
 |

|  |
| --- |
| **PERSON SPECIFICATION** |
|  |
| **Qualifications, Experience and Skills** |
|  | **ESSENTIAL** | **DESIRABLE** |
| Elementary Food Hygiene qualification |  | X |
| Experience working in a customer service role  | X |  |
| Cooksafe qualification |  | X |
| Working in a Visitor Attraction setting |  | X |
| Experience of working in a coffee shop or similar environment | X |  |
| Experience of the operational management of booking & finance systems and of using, creating content, and managing social media platform |  | X |
| Experience of till operation and cash handling |  | X |
| Experience using a barista coffee machine |  | X |
| **Personal Qualities** |
| * Confident and comfortable working in a public facing environment, interacting with a variety of diverse audiences.
* Excellent communication skills, both orally and written
* Ability to lead and work effectively in a team, as part of a large team, and individually.
* Excellent interpersonal and organisational skills.
* Ability to work in a busy environment
* Flexible attitude towards working hours
* Confident in interacting with children and a diverse range of groups and people of all ages
* Enthusiastic, reliable, hard-working, and willing to ‘muck in’ when needed.

*This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Therefore, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.* |