

JOB DESCRIPTION

TITLE:	Visitor Experience Administrator
REPORTS TO:	Head of Services & Operations
CONTRACT:	Part time: 30 hours [<i>Monday, Tuesday, Thursday and Friday</i>]; 18-month Contract
SALARY RANGE:	Grade 2a £22,000 - £24,000 £11.35 per hour for this post

KEY RESPONSIBILITIES

You will be an excellent communicator and an effective team player that has the ability to multi-task. You will be responsible for maintaining the centre's booking system and communicating with the team on bookings and requirements. You will manage the day-to-day administration of the centre, including, answering visitor queries via email, telephone and greeting visitors face to face.

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, social media management and have excellent digital skills and knowledge.

The post holder will be expected to work flexibly within the Dundee Science Centre team.

The post holder will be line managed by the Head of Services and Operations.

This post is available on a part-time basis. Hours of work will be flexible depending on the availability of the individual.

MAIN DUTIES

1. Manage DSC's booking and related finance systems for all audiences and effectively articulate and progress these bookings from initial contact to post-visit feedback.
2. Support DSC's Audience engagement methods, via phone, email, website, and social media.
3. Maintain DSC's Point of Sale system, ensuring stock levels are accurate and assisting with entering new stock onto the platform. Along with carrying out stocktakes and assisting with procurement.

4. Lead all manner of administration tasks as required across all teams.

Administration

- Support with administration of DSC's programmes and services.
- Support the Head of Services & Operations in creating, developing, implementing, and amending SOPs across the organisation as required.
- Support the Visitor Experience Leader with staff rota creation based on confirmed bookings.
- Maintain the Point-of-Sale system by reviewing prices, reviewing stock levels and amending stock based on deliveries and stock takes.
- Preparation, creation, and distribution of documents as required such as invoices, reports, memos, letters, and financial statements using word processing, excel spreadsheets, databases and/or other presentation software such as Microsoft Office, Xero, Sedao and Canva or other programs.
- Provide specific admin support for the Exec Team when requested.

Reception/Admissions Desk

- Provide visitors with an excellent experience and a high level of customer care
- 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 Visitor Experience Leaders and Science Communicators with other tasks where required (e.g. quality assurance)

Audience engagement

- Manage the Dundee Science Centre booking system including providing information, quotes, confirmations and visit information to all manner of audiences including, organised groups, corporate event clients and birthday parties
- Provide admin support where necessary for upcoming events and update both the DSC website and the external What's On website
- Respond to queries by phone, post, email. Manage social media accounts by responding to comments and enquiries as well as referring queries to specific departments as and when required
- Support with the collection of visitor feedback and evaluation as we continue to understand our audiences and make improvements

Procurement and stock control

- Create, collate, and place orders when required and update POS system as necessary
- Support with monthly stock take when required

Finance

- Process quotes and invoices for all bookings
- Process admission refunds, through our booking and finance systems where 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. 10% - Oversee and provide excellent visitor experience and engagement at reception and Gift Shop ensuring best practice in communication approach and delivery.
2. 35% - Responsible for the booking and related finance systems from pre-visit to post-visit
3. 20% - Responsible for providing administration support to all departments throughout the Centre as required
4. 15% - Adding value by working and engaging with staff across DSC and via social media to reach our customers
5. 10% - Be an ambassador for DSC and growing our culture of trust
6. 10% - Your development: with your line manager, identify and undertake training as necessary

PERSON SPECIFICATION

Qualifications, Experience and Skills

	ESSENTIAL	DESIRABLE
Educated to degree level or equivalent experience in a relevant subject area (marketing, finance, retail, administration)	X	
Full, clean UK Driving License		X
Experience in a customer service-related position	X	
Coordination of concurrent projects		X
Experience of using digital programmes in the administration process of the Centre (or be willing to work towards CPD to enhance skills for digital competency)	X	
Experience of the operational management of booking & finance systems and of using, creating content, and managing social media platform	X	
Ability to work strategically and make viable recommendations	X	
Experience of developing and using evaluation and audience research	X	
Able to demonstrate efficient time and work-schedule management	X	
Working in a Visitor Attraction setting		X
Experience of working in a community setting with a diverse audience		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 flexibly under pressure
- 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.