

JOB DESCRIPTION



Job Title Saturday Explainer 8 Hours

Salary £18,562 - £19,968 per annum

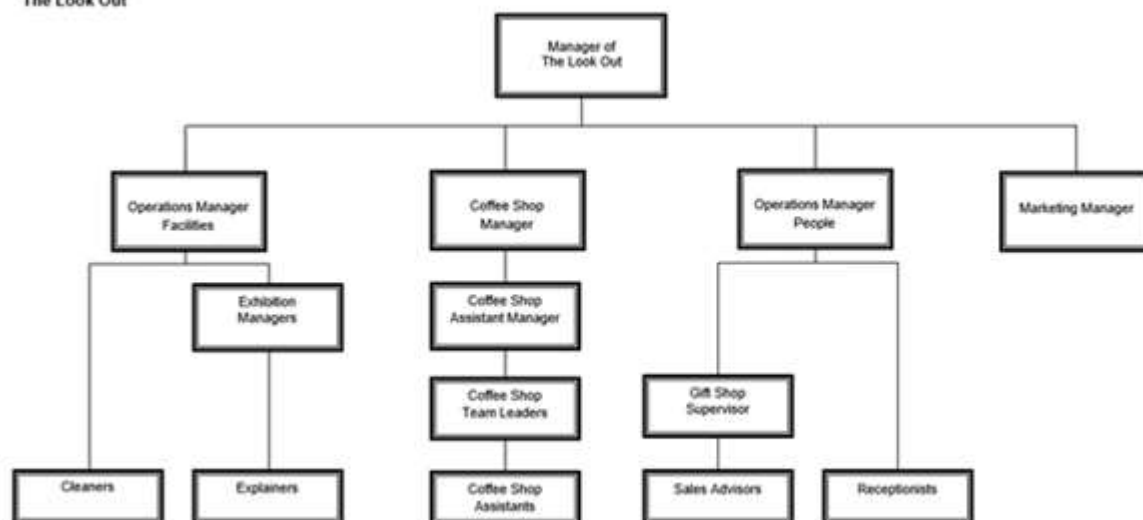
Directorate:	Places Planning and Regeneration	Section/Location:	The Look Out Discovery Centre
Grade/Salary Range:	BG-J SCP3	Work style:	Fixed

Key Objectives of the role

- To ensure the smooth operation of the hands-on science exhibition at The Look Out Discovery Centre
- To ensure a high standard of provision and promote a quality service to the public and ensure that the exhibition is clean, tidy and safe
- To promote an excellent image of the Centre and its staff at all times and to work effectively as a member of a team, being at ease with people of all ages, backgrounds and abilities and to explain the scientific principles of all the exhibits

Designation of post and position within departmental structure

Place, Planning and Regeneration
Parks and Countryside
The Look Out



Daily and monthly responsibilities

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- To assist in the operation of exhibits helping visitors to gain a better understanding and advising of their educational content in an informal and non-threatening way
 - To be sensitive and take the initiative in caring for the needs of the visitors including groups and individuals in making them feel welcome
 - To maintain the high standards within the exhibition, always ensuring the zones look their best throughout the day with a high standard of cleanliness
 - To undertake any cleaning duties throughout the centre arising from the specific needs/behaviour of the visitors
 - To be willing to develop new skills through a programme of training and development
 - To dress up as The Look Out's mascot Eric as required
 - To lead children's birthday parties and lead or help with fun days and workshops or other activities that are on offer to the visitors
 - To present "shows" to the public and school groups and take "impromptu" demonstrations
 - To observe Health and Safety Regulations at all times and to implement the Corporate, Leisure Services and The Look Out's Health & Safety policies and procedures
 - All employees working with children, young people/vulnerable adults have a responsibility for safeguarding and promoting their welfare
 - To ensure procedures from The Look Out's Normal Operating Procedures/Emergency Action Plan are read, understood and followed at all times
 - To undertake other responsibilities as directed, which are compatible with the postholders' role, qualifications and experience, in the interests of the authority and its services

Scope of role

- The post has a key role in ensuring visitors to the exhibition have a highly satisfactory visit, maintaining quality standards to the general public and the image of The Look Out
- Customer satisfaction is necessary to ensure repeat visits and promote recommendations to other potential visitors
- The centre has approximately 370,000 customer visits per year, of which around 142,000 enter the exhibition.

N.B. This post is subject to a DBS check

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	REQUIRED	PREFERRED
Skills and qualifications	<p>Health and safety *</p> <p>First aid certificate*</p> <p>Safeguarding*</p> <p>(*Training will be given as required)</p>	<p>Science qualification - GCSE grade C or above / A level</p> <p>IT qualification(s)</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Customer care</p> <p>Some knowledge of health and safety</p> <p>Ability to communicate with all age groups and abilities</p> <p>Ability to present shows to the general public and to groups of children in a fun and informative way</p> <p>An understanding of and commitment to the requirements for safeguarding children, young people and vulnerable adults</p> <p>Knowledge of science</p>	
Work-related Personal Requirements	<p>Reliable</p> <p>Safety/security conscious</p> <p>Ability, willingness and flexibility to work hours to ensure the consistent provision of services, cover for other staff absences, attend staff meetings and training</p> <p>Ability to cope under pressure and use own initiative</p> <p>A satisfactory (enhanced) DBS disclosure</p>	
Other Work Requirements	<p>The ability to converse easily with members of the public and respond effectively to questions in spoken English</p> <p>Enthusiastic and Confident.</p>	

KEY CRITERIA	REQUIRED	PREFERRED
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Role models and demonstrates the Council’s values and behaviours



All staff should hold a duty and commitment to observing the Council’s Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.