

Sunday Explainer

Closing date: 31st December 2018
Interview date: Week Commencing 7th January 2019



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Applying For This Vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any queries about your application, please contact the recruitment team at Recruitment@bracknell-forest.gov.uk.

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



Our team of explainers help our visitors especially families enjoy their visit to the hands on science and discovery exhibition. You will be interacting with the children and assisting them with the science activities, making their visit fun and informative as well as clean and safe. You will also take our birthday parties and present our science shows to the public.

You will need to be confident, enthusiastic and outgoing with excellent communication and customer care skills. An interest and understanding of science is key and experience of working with the public would be an advantage. If you have a bright and friendly nature and like interacting with all different age groups then why not come and join us!

The Look Out Discovery Centre is a very popular visitor attraction with a hands on science and discovery exhibition, gift shop, coffee shop and play area, set in 1,000 hectares of Crown Estate woodlands. The Look Out opens 7 days a week. Our aim is to make sure that our visitors have a safe, relaxing and enjoyable experience at all times, and the successful applicant will play a key role in achieving this.

The ability to converse easily with members of the public and respond effectively to questions in spoken English is also required.

This is a permanent position so successful candidates will need to be available on an on-going basis.

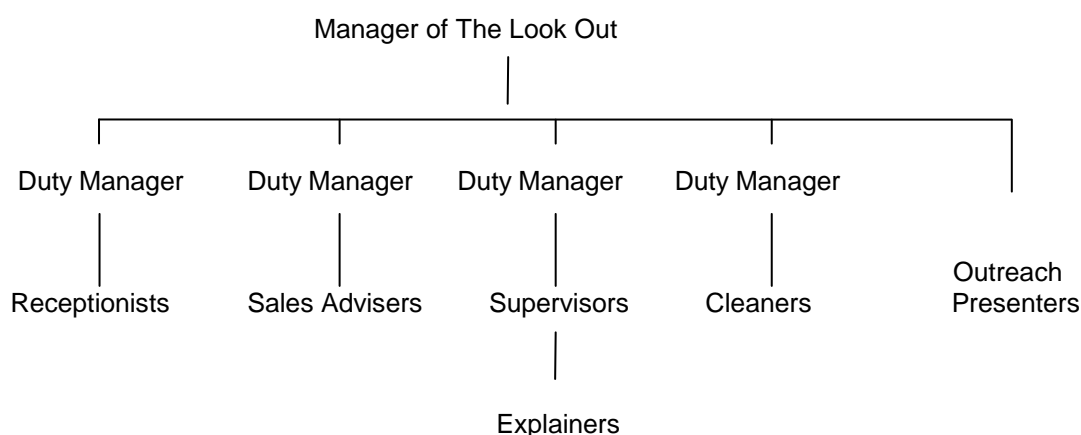
Job Description

Department/Division: Environment, Culture & Communities/Leisure & Culture	Job Title: Sunday Explainer 8 Hours
Location: The Look Out Discovery Centre	Date: November 2018
Grade/Salary Range: BG-J SCP 11-16	(£8.81 to £9.50 per hour inclusive of London Weighting)

JOB PURPOSE

- 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
- To promote an excellent image of the Centre and its staff at all times
- 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
- To ensure that the exhibition is clean, tidy and safe

DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE



Plus casual staff

MAIN DUTIES AND RESPONSIBILITIES

- 1 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
- 2 To be sensitive and take the initiative in caring for the needs of the visitors including groups and individuals in making them feel welcome
- 3 To maintain the high standards within the exhibition, always ensuring the zones look their best throughout the day with a high standard of cleanliness
- 4 To undertake any cleaning duties throughout the centre arising from the specific needs/behaviour of the visitors

5	To be willing to develop new skills through a programme of training and development
6	To dress up as The Look Out's mascot Eric as required
7	To deputise for the Supervisor when necessary
8	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
9	To present "shows" to the public and school groups and take "impromptu" demonstrations
10	To be a qualified first aider
11	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
12	All employees working with children, young people/vulnerable adults have a responsibility for safeguarding and promoting their welfare
13	To ensure procedures from The Look Out's Normal Operating Procedures/Emergency Action Plan are read, understood and followed at all times
14	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
<i>It should be noted that the above list of principal 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.</i>	

SCOPE OF JOB (Budgetary/Resource control, Impact)

- 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

Person Specification

Job Title: Sunday Explainer	Department/Division: Environment, Culture & Communities/Leisure & Culture
Location: The Look Out Discovery Centre	Date: November 2018

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Training	Health and safety * First aid certificate* Safeguarding* (*Training will be given as required)	Science qualification - GCSE grade C or above / A level IT qualification(s)
Competence Summary (Knowledge, abilities, skills, experience)	Customer care Some knowledge of health and safety Ability to communicate with all age groups and abilities Ability to present shows to the general public and to groups of children in a fun and informative way An understanding of and commitment to the requirements for safeguarding children, young people and vulnerable adults Knowledge of science	Working within a customer focused environment Working in a visitor centre/hands-on science centre Working with children Knowledge of the leisure industry/visitor centres Ability to use computer applications Working with people with special needs
Work related personal requirements	Reliable Safety/security conscious Ability, willingness and flexibility to work hours to ensure the consistent provision of services, cover for other staff absences, attend staff meetings and training The ability to converse easily with members of the public and respond effectively to questions in spoken English. Ability to cope under pressure and use own initiative A satisfactory (enhanced) DBS disclosure	

Other Work Requirements	<p>Ability to deal with customers of all ages and backgrounds and to ensure that their visit is the best possible with the resources available</p> <p>Enthusiastic and Confident</p>	
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About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

Location

The Look Out Discovery Centre

Work Style

Your work style is "Fixed"; meaning you will be working in the same place for every shift.

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to 1 month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be within the local Bracknell Grade BG – J. The grade range is £3,677 - £3,960); the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £129,08 per annum.

Working Hours

Your normal working week is 8 hours per week. (8 Hours on a Sunday).

Holidays

The annual holiday entitlement is 36.8 hours per annum. Annual holiday entitlement increases with length of service(6.4 extra hours after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More About Applying

References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc.

Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>