
JOB TITLE	Explainer/Presenter (Pool Staff)
SCHOOL/DEPARTMENT	Techniquet Glyndŵr
POST HOLDER	Vacant
REPORTS TO	Centre manager
RATE OF PAY	From £5.75 - £7.25* per hour depending on training.

* Assessment for suitability must be given and full training undertaken to qualify.

JOB PURPOSE

To provide a comprehensive visitor service to Techniquet Glyndŵr

DIMENSIONS

Schools pupils and teachers
Academic Staff
Support Staff
Public

A. PRINCIPAL ACCOUNTABILITIES

- A1. Be active in approaching Techniquet Glyndŵr visitors and help them with any enquiries regarding their visit, e.g. facilitating use of the exhibits, helping to orientate visitors, advising visitors about Techniquet Glyndŵr education and public programmes.
- A2. Assist visitors in the correct use of exhibits and provide encouragement and further information about the exhibits and the science behind them as necessary.
- A3. Convey Techniquet Glyndŵr education and public programmes information to visitors.
- A4. React sensitively to the needs of individual and group visitors of all ages, abilities and backgrounds, help to manage visitor complaints in a diplomatic way and situations involving any 'unwanted' visitors
- A5. Present and assist with workshops and theatre presentations. Direct visiting groups to workshops, lunch room and theatre.
- A6. Induct schools and group visitors to Techniquet Glyndŵr: greet and brief a visiting group, drawing their attention to their itinerary for the day. Take coats and bags and store them at the beginning of their visit. Distribute coats and bags to groups during lunch and at the end of each visit.
- A7. Keep the exhibition looking 'as if it opened yesterday', i.e. pick up any litter or carry out basic cleaning of exhibits, exhibit areas, workshop, lunch room and science theatre. Carry out regular checks of toilets as requested by the visitor services supervisor and undertake basic cleaning of the exhibits and exhibit floor at the end of each working day.

- A8. Contribute to the development of programme materials, e.g. develop or assist in the development of new workshops, theatre presentations and exhibits.
- A9. Undertake any other tasks as directed by the centre manager, education manager, marketing officer and visitor services supervisors.

B. PERSONAL ACCOUNTABILITIES

- B1. Act in a professional manner at all times and maintain confidentiality of information.
- B2. Maintain an appropriate awareness of and work effectively within the policies and procedures of the Institute participating in appropriate processes, e.g. IDR, Continuing Professional Development, Health and Safety etc.
- B3. Operate safely within the workplace and maintain a high standard of housekeeping.
- B4. Maintain a high standard of personal cleanliness and appearance

This job description is subject to review and amendment in the light of changing needs of the Department/Institute and to provide appropriate development opportunities.

CONTACTS

Internal

Director
 Centre manager
 Education manager
 Marketing manager
 Supervisors and explainer staff

External

School visitors to the SDC
 Public visitors to the SDC
 External Organisations
 Human Resources
 Estates

PERSON SPECIFICATION

An ability to organise own time and prioritise tasks.

Qualifications or equivalent in a science related subject would be an advantage but not essential.

Previous experience of working in a visitor attraction or similar.

The ability to speak Welsh would be an advantage but not essential.

The postholder needs to be committed to the aims and objectives of Techniquet Glyndŵr and have first class interpersonal skills.

This post is subject to an Enhanced CRB Disclosure.