

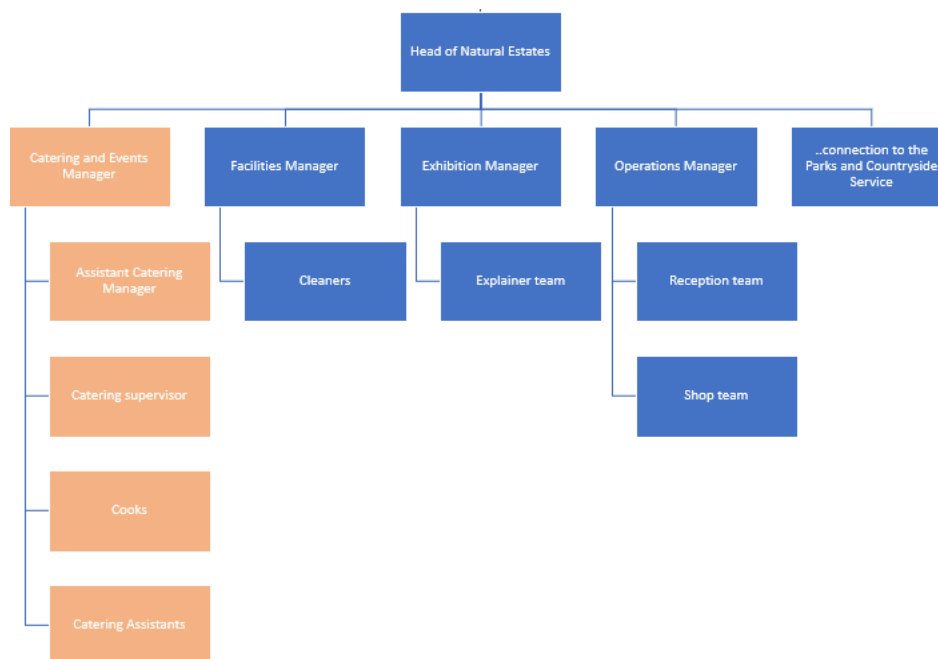
JOB DESCRIPTION

Job Title:	Explainer (Casual Hours)		
Directorate:	Place	Salary:	£12.21 per hour
Section:	Parks & Countryside	Grade:	£12.21 per hour
Location:	The Look Out	Work Style:	Casual

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



Daily and monthly responsibilities

- To assist in the operation of exhibits helping visitors to gain a better understanding and advising of their educational content in an informal way.
- To be sensitive and take initiative in caring for the needs of visitors including groups and individuals in making them feel welcome.
- To maintain a high standard 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/behaviours of the customers.
- The willingness 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 fund days and workshops of other activities that are on offer to the visitors.
- To present shows to the public and school groups and take impromptu demonstrations.
- To always observe health and safety regulations and implement The Look Out's health and 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 always followed.
- To undertake other responsibilities as directed, which are compatible with the postholders' role, qualification and experience, in the interest 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

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

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	ESSENTIAL	DESIRABLE
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>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>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>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>	
Other Work Requirements	<p>A satisfactory Disclosure and Barring Service check.</p> <p>This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies</p>	

Enthusiastic and Confident.

Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>
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All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

