

JOB DESCRIPTION

POSITION	Visitor Experience Assistant
REPORTS TO	Operations Supervisor/Operations Manager
DEPARTMENT	Operations
DIRECT REPORTS	None

VISION, MISSION AND VALUES

Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

ROLE PURPOSE

Working as part of the Operations Team, this varied role is instrumental in the delivery of Glasgow Science Centre's 5 Star Customer Service promise: providing a fun, safe and welcoming environment to all customers.

Putting the visitor at the heart of everything that you do, by creating a positive and memorable experience.

This role spans all areas of the Operations Department where you will provide an integrated, co-ordinated and professional level of service to our customers at point of contact.

To ensure seamless service delivery the role includes working across all our customer-facing areas including ticket desk, front of house, IMAX, gift shop, Tower, IMAX, coffee shop, café and Science Mall, with a focus on individual core competencies.

To contribute to our commercial activities by promoting our Science Passport, Gift Aid, events, programmes and shows, and encouraging engagement with the retail and catering offer.

Take pride in the GSC's appearance, see every day through the eyes of a visitor and question everything that does not look, or work perfectly.

KEY RESPONSIBILITIES

Duties include, but are not restricted to:

- Acting as an ambassador for GSC
- To promote an exemplary visitor experience, demonstrating a friendly and professional manner at all times
- To work comfortably as part of the team, developing an understanding for the importance that each colleague plays in delivering the overall visitor experience, and communicating confidently to ensure this is achieved.
- To develop an extensive knowledge of the Science Centre layout, exhibitions and activities, to provide visitor experience of the highest standard.
- To deliver in any area of the Operations Department according to your training, including front of house, IMAX, Tower, food and beverage areas, gift shop, science mall, and on tour.

- To enthusiastically engage in all training that is required to allow us to deliver our offer
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.
- To be always presentable and approachable, wearing uniform provided whilst in all public areas.
- To promote equality, diversity, and inclusion within the Science Centre, ensuring that visitors and colleagues are treated with respect and dignity, and to actively contribute to developments that support the strategy for widening access.
- To work within the standards of the GSC's policies and procedures.

PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Confident with excellent interpersonal and communication skills	X	
Customer service focused with previous experience of working in a visitor attraction, customer service or hospitality role.	X	
Able to anticipate different visitor needs and adapt approach accordingly	X	
The ability to work in a reactive role whilst maintaining a positive and flexible approach	X	
Ability to operate with minimum supervision and able to adapt to new or changing situations	X	
Sales experience and the ability to proactively introduce additional products or services to visitors, upselling and maximising sales		X
Able to follow procedures in relation to emergency situations and to react sensibly to unforeseen circumstances and to follow procedures in an emergency security situation.		X

Personal Qualities

- A high degree of commitment to GSC's vision, mission and values.
- A genuine enthusiasm for science and technology.

- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department.
- A reliable, punctual and trustworthy individual with high levels of common sense.
- A sense of responsibility and initiative in all tasks undertaken.
- Able to work flexible days / hours (including Weekends / Bank holidays / Evenings).
- Ability to display an inclusive approach when working with a diverse range of people.
- Ability to work under pressure and remain calm in difficult situations.
- Well presented in accordance with GSC's uniform policy.