

**JOB DESCRIPTION**

**Job Title:** Enabler **Date:** December 2014

**Reports to:** Team Leaders

**Principally relates to:** Head of Visitor Services, Play & Learning Team, Technical team, Contractors, Marketing & Business Development Teams, Catering Assistants, Visitors

**Purpose of the role:** To promote and enhance the visitor experience throughout Eureka! and to contribute to the delivery of playful learning opportunities in the galleries and through special programmes and events.

**Main Areas of Responsibility:**

**Enriching the visitor experience**

- Being pro-active, energetic, and playful in encouraging visitors to engage appropriately with and derive benefit from Eureka!'s exhibits, workshops, events and facilities.

**Customer service**

Provide high standards of customer care, so that the reputation of Eureka! is enhanced and sales targets achieved.

- Deliver a consistently high level of customer service, so that our customers' expectations are exceeded in all areas of the museum, including outreach and external events.
- Participate in staff training and support any Eureka! Initiatives.
- Assist visitors with queries in a prompt, professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.

**Financial Controls**

Ensure that all accounting procedures are handled in accordance with the Eureka! policies and procedures including:

- Operating tills to agreed procedure, to minimise security risks.
- Check all transactions; cash, cheque and credit card
- Follow cash handling procedures accurately as required
- Following procedure to ensure security of Eureka!'s visitors, staff and property.

**Stock**

- Displaying items for sale or for visitor use in the museum.
- Re-stocking shop stock and exhibition consumables.
- Assisting with stock-taking.

**Health & Safety**

All staff are expected to observe all health and safety at work regulations as set out by Eureka! in accordance with statutory obligations.

- Observing all health & safety procedures so that risks to the health and safety of visitors and staff are minimised.
- Reporting immediately all accidents/incidents involving staff or visitors.

- Evacuating assigned areas in emergencies.
- Reporting of accidents
- Report any unsafe practices or broken machinery/equipment, so that remedial action can be taken immediately
- Use all equipment as trained observing all safe practices, so that accidents are avoided
- Follow risk assessment and COSHH procedures

#### **Maintenance**

- Checking, reporting-on and maintaining exhibits, resources and facilities to achieve operational condition, cleanliness and appearance of the highest possible standard.

#### **Special Projects**

- Undertaking special projects for other departments as required.

#### **General**

- Undertake any other duties as may reasonably be requested of an Enabler
- To attend training courses and staff meetings as required
- As part of the Front of House Team you may be required to work in the café from time to time

#### **Special features**

- Flexible working.
- Weekend, Bank Holiday, school holiday work will be required.
- The ability to work in a noisy, active, attention-seeking and often physically demanding environment for sustained periods of time.

#### **Details of education and experience preferred**

- GCSE English and Maths, grades A – C
- Childcare qualification and/or experience

#### **Details of special skills/experience/aptitudes needed**

- Outgoing cheerful personality
- Playful
- Ability to use own initiative and self-motivated
- A good work ethic
- Good verbal communication skills
- A team player
- Organised
- Proven ability in carrying out instructions