

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