

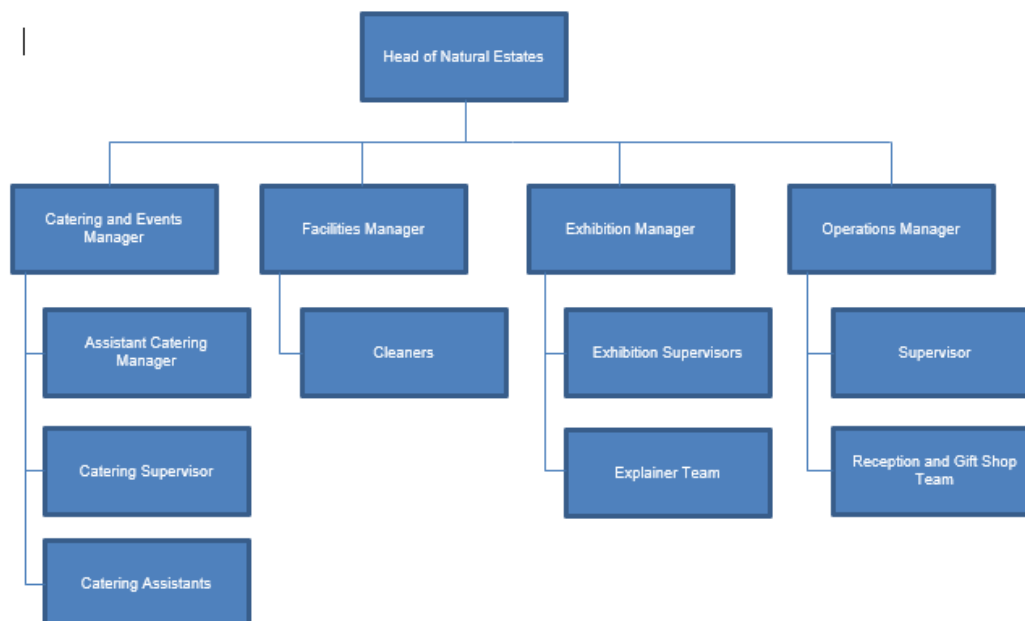
## JOB DESCRIPTION

<b>Job Title:</b>	Exhibition Supervisor		
<b>Directorate:</b>	Place, Planning and Regeneration	<b>Salary:</b>	FTE £21,968 - £25,409 pa + £663 LWA Pro rata £16,031 - £18,542 + £484 LWA for 27 hours p/w
<b>Section:</b>	Parks & Countryside	<b>Grade:</b>	BG-I SCP 06-14
<b>Location:</b>	The Look Out Discovery Centre	<b>Work Style:</b>	Fixed

### Key Objectives of the role

- To have responsibility for the smooth operation of the hands-on science exhibition at The Look Out Discovery Centre.
- To ensure a high standard of provision and quality service to the public promoting an excellent image of the centre and its staff.
- To ensure that the centre is clean, tidy and safe.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

- To ensure the smooth running of the exhibition, ensuring that it is clean and tidy, the exhibits are in good working order, health & safety is maintained and staff are carrying out their duties efficiently.
- To maintain the high standards within the exhibition, always ensuring the zones look their best throughout the day with a high standard of cleanliness.
- To be willing to develop new skills through a programme of training and development and to ensure that staff are fully trained in all duties.
- To have line management responsibility for explainers, casual explainers, volunteers and work experience students who work in the exhibition and to plan the daily allocation of jobs, ensuring all staff are working efficiently.
- To deputise for the Duty Manager when necessary.
- To lead and train children's birthday parties and fun days and workshops or other activities that are on offer to the visitors.
- To present and train discovery shows and workshops to the public and school groups.
- To be a qualified first aider.
- To observe Health and Safety Regulations and to implement the Corporate, Leisure Services and The Look Out's Health & 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.
- To undertake other responsibilities as directed, which are compatible with the postholder's role, qualifications and experience, in the interests 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 public and the image of The Look Out.
- Direct line management responsibility for the explainers.
- 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 152,000 enter the exhibition.

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
<b>Skills and qualifications</b>	Health and safety (various)*	Management qualification at apprenticeship or degree
	First aid certificate*	Science qualification - GCSE grade C or above / A level
	Safeguarding*	IOSH working safely
	Fire awareness*	IT qualification(s)
	(*Training will be given as required)	
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	Supervisory and staff management experience	Supervisory and staff management of a visitor centre/hands-on science centre
	Customer care	Working within a customer focused environment
	Some knowledge of all relevant health and safety legislation and best practise	Working with children
	Ability to analyse problems, propose and implement solutions to operational problems and to use own initiative	Knowledge of the leisure industry/visitor centres
	Knowledge of science	Ability to use computer applications
	Ability to motivate and build up a good team relationship	
	Ability to handle a number of tasks simultaneously, prioritise workload and cope under pressure	
	Ability to communicate with all age groups and abilities	
	The ability to converse easily with members of the public and respond effectively to questions in spoken English	
	Ability to present shows to the general public and to groups of children in a fun and informative way	
An understanding of and commitment to the requirements for		

	safeguarding children, young people and vulnerable adults	
<b>Work-related Personal Requirements</b>	Reliable	
	Safety/security conscious	
	Ability, willingness and flexibility to work hours to ensure the consistent provision of services, cover for other staff absences, attend staff meetings and training	
<b>Other Work Requirements</b>	Ability to deal with customers of all ages and backgrounds and to ensure that their visit is the best possible with the resources available	Car driver and owner
	Enthusiastic	
	Sense of humour	
	Confident	
	Positive	
<b>Role models and demonstrates the Council's values and behaviours</b>	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.	
	We make our values real by demonstrating them in how we behave every day.	

**All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

