

Job Profile

Job Description

Job Details		
Job Title:	Explainer	
School/Dept/Institute & Centre:	Centre of the Cell, Blizard Institute	
Reports to:	Head of Learning	
Grade:	2	Part Time: 0.8FTE (4 days a week)
Appointment period:	12 months	
Current Location:	Whitechapel	

Job Context

Centre of the Cell is a science education centre located in the Blizard Institute. The Centre has visitors from school groups during term time and family groups during the school holidays.

Job Purpose

To be the first point of contact for visitors to Centre of the Cell.
Deliver high-quality on-site sessions at Centre of the Cell and outreach sessions.

Main Duties & Responsibilities

- Greet visitors and groups upon arrival at the Blizard Building reception
- Brief visitors upon arrival to ensure their visits are enjoyable and organised
- Act as a point of contact throughout the visitors' experience at Centre of the Cell
- Present and oversee sessions inside the Centre, outreach sessions in schools and at special events
- Facilitating and guide visitors' learning in the Centre
- Support Centre of the Cell volunteers during the sessions
- Collect evaluation and feedback data from the visitors
- Assist at special events at Centre of the Cell as and when required
- Set up and set down the Centre of the Cell shop during each visit. Staff the shop and till.
- Troubleshoot and report malfunctioning exhibits and perform minimal maintenance as instructed.
- Set down Centre of the Cell at the end of the daily operation. Ensure that the Centre is tidy and ready for the next day.
- Receive and respond to enquiries from visitors and customers, judging when to pass more complex queries on to or involve others, to provide a courteous and effective service.
- Deliver a range of administrative and operational support to the Learning and Outreach Officers and Head of Learning to provide a high quality experience for visitors to Centre of the Cell.
- Participate in internal training sessions and team days.
- Provide an excellent standard of customer care and convey a helpful and positive image to all
- The post holder must at all times carry out their responsibilities with due regard to the Centre of the Cell Equal Opportunities and Health and Safety policies, which is in line with the College's policies.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

