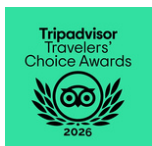




Recruitment Pack

Events Visitor Experience Leader

Closing Date: 5pm on Sunday 18th October



dundeesciencecentre.org.uk



Inspire the Innovators of Tomorrow.

Welcome!

Thank you for your interest in joining the dedicated and passionate team at Dundee Science Centre - an award-winning visitor attraction located in the heart of "*the coolest little city in Britain*" (GQ Magazine). As a registered charity, **we are committed to making science accessible to all.**

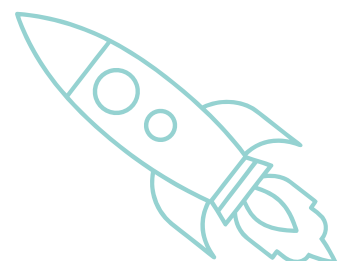
For 25 years, we've inspired curiosity, ignited imaginations, and brought science to life for people of all ages and backgrounds - a quarter-century of wonder.

Now, we look ahead to the next chapter: **Beyond Wonder.**

This recruitment pack will walk you through everything you need to know, including:

- An overview of our science centre - values, people, mission
- The job description and the kind of skills and experience we're looking for
- Employee benefits we can offer
- Comments from our team

If you're passionate about STEM and want to help make science accessible while inspiring the innovators of tomorrow, we can offer a rewarding and meaningful career with excellent growth opportunities – all within an organisation committed to inclusion and diversity.



All About Us.

Dundee Science Centre is an independent charity and lifelong learning resource dedicated to inspiring curiosity, confidence, and connection through science. For over 25 years, we have been at the heart of our community, supporting families, educators, and science professionals to learn, explore, and grow together.

Our Purpose is to bring people together to enjoy science. Through interactive exhibitions, outreach programmes, and festivals, we create engaging, hands-on experiences that inspire people of all ages. Our activities extend beyond our building, reaching communities across Dundee, throughout Scotland, and beyond. Creating opportunities for collaboration between scientists, educators, communities, and the public.

Our Vision is to foster a curious community that is confident and engaged with science. We encourage exploration, discovery, and lifelong learning, helping people develop the confidence to engage with science and understand its impact on everyday life.

Our Mission is to make science accessible. We work to remove barriers to participation, creating inclusive and welcoming experiences that enable everyone to discover, understand, and enjoy science.

Everything we do is guided by our **values**. We are **fun** in creating memorable experiences, **creative** in our approach to learning and engagement, **authentic** in the relationships we build and the science we share, and **caring** in our commitment to supporting our visitors, partners, communities, and each other.

Crucially, we are also supported by the people who visit us - through Gift Aid donations, venue hire, purchases in our coffee shop, and participation in our programmes. Every contribution directly helps us widen access to science for all.



Job Description.

We are looking for an **Events Visitor Experience Leader**

Salary: £26,200–£29,400

Responsible to: Operations Manager

Responsible for: Visitor-facing staff, as assigned

Contract: Permanent. Flexible working hours, including evening and weekend work, are required.

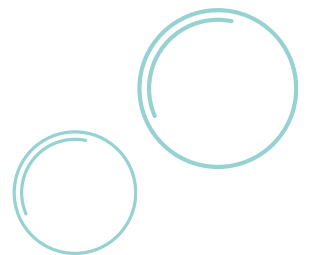
Hours: Full time (37.5 hours per week)

Location: Dundee Science Centre, 14 Greenmarket, Dundee, DD1 4QB.

Role Purpose

The Events Visitor Experience Leader will oversee the day-to-day operation of Dundee Science Centre, creating a safe, engaging and welcoming environment for visitors and staff. This is a hands-on role combining duty management, team supervision and active visitor engagement.

The postholder will coordinate the practical delivery of events and programmes, working with colleagues and external clients to ensure activities are well planned, appropriately staffed and run smoothly. They will respond to operational challenges, support staff in delivering excellent customer care and uphold Dundee Science Centre's commitment to inclusion and diversity.



Main Responsibilities

Centre Operations and Duty Management

- Open the Centre and ensure facilities are ready for visitors, activities and events during advertised hours, following approved procedures.
- Maintain a safe, welcoming and well-organised environment throughout the day.
- Act as the point of contact for day-to-day operational issues while on duty, taking appropriate action and escalating matters when required.
- Build positive relationships with visitors and colleagues, taking a proactive approach to the whole visitor experience.
- Respond to service requests and customer complaints, deciding on appropriate remedial action.
- Bank monies taken through till sales and arrange their safe storage and uplift to the bank.
- Secure the building and set the alarm at the end of the day.



Team Leadership and Visitor Experience

- Supervise visitor-facing staff, plan and organise their work, and maintain reasonable staffing levels to deliver the required service.
- Update work schedules, report attendance, communicate priorities and address issues as they arise.
- Monitor staff attendance and manage the informal stages of the attendance improvement process, including return-to-work discussions after absence. Escalate matters to the HR Manager for formal action when required.
- Support and train staff to deliver excellent customer engagement.
- Respond to visitor feedback and share recurring concerns or suggestions with relevant colleagues.
- Help make the Centre's facilities, activities and services accessible and welcoming to people from all communities.

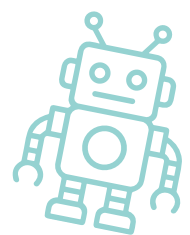


Event Coordination and Delivery

- Coordinate the operational planning and delivery of Dundee Science Centre's events and commercial programmes.
- Work with programming, marketing and other teams to confirm event requirements, schedules, staffing and visitor information.
- Liaise with external clients, partners and suppliers on practical arrangements where required.
- Prepare event spaces and resources, coordinate setup and ensure staff understand their roles.
- Oversee events, responding promptly to changes, visitor needs and operational issues.
- Support the delivery of commercial and corporate events to a consistent standard.
- Ensure accessibility and inclusivity are considered in event planning and delivery.
- Share practical feedback with colleagues after events to help improve future delivery.

Event Promotion and Communication

- Work with colleagues to promote Dundee Science Centre's events and programmes.
- Provide the marketing team with accurate event details, visitor information and content ideas.
- Help ensure event information is clear, current and accessible across in-centre, digital and third-party channels.
- Communicate event arrangements and changes promptly to staff and other relevant teams.



Person Specification.

Essential Skills and Attributes

- Experience in a supervisory, operational or event coordination role within a visitor attraction, cultural venue or customer-focused environment.
- Excellent interpersonal and communication skills, with the confidence to engage with visitors, staff and external clients.
- Strong organisational skills and attention to detail, with the ability to coordinate multiple activities and priorities in a busy environment.
- Experience of planning practical arrangements, coordinating people or resources, and responding to changes as they arise.
- Commitment to delivering excellent visitor experiences and creating a welcoming, inclusive environment for all audiences.
- Ability to motivate, support and develop team members and maintain a positive, collaborative workplace culture.
- Sound judgement when responding to customer concerns and operational challenges.
- Ability to build constructive relationships across departments and with external stakeholders.
- A proactive and adaptable approach, with initiative and accountability for individual and team objectives.
- Commitment to diversity, equity and inclusion in daily practice.
- Confidence working with the public and engaging with a wide range of audiences.
- A reliable, approachable and collaborative manner, with strong problem-solving skills and a willingness to support colleagues.
- Enthusiasm, care, creativity and authenticity in working with visitors and colleagues.
- Availability to work evenings and weekends as required.



What Success Looks like

- The Centre opens ready for visitors and operates safely and smoothly throughout the day.
- Visitors receive a welcoming and accessible experience, and concerns are handled promptly and effectively.
- Staff understand their priorities, receive practical support and deliver a consistently high standard of customer care.
- Events are well organised, appropriately staffed and delivered smoothly for visitors, clients and partners.
- Event arrangements and changes are communicated clearly across teams.
- Practical learning from events and visitor feedback helps improve future delivery.
- The Events Visitor Experience Leader contributes positively to Dundee Science Centre's inclusive culture and works constructively across teams.



Employee Benefits.

In return for your dedication, enthusiasm, and commitment to our values, we offer a salary of £26,200–£29,400 and you'll receive the following benefits :

- Employer-contributory pension scheme
- Flexible working hours
- 33 days Annual Leave
- Employee Assistance Programme
- Free onsite parking

How to Apply.

Please follow the link below to upload a current copy of your CV and attach a cover letter outlining why you are the perfect candidate for this role.

Events Visitor Experience Leader

If successful, you will be notified that you have been shortlisted for an interview. **Interviews will take place the week beginning 26th October 2026.**

We will endeavour to reply to all applications - if numbers are high please bear with us as we are only a wee team!



Come and Join Us!

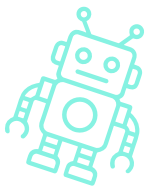
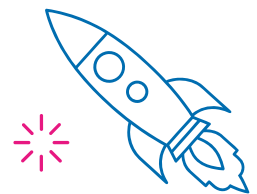
We'd love for you to join our mission of making science accessible to everyone!
Here's what some of our colleagues have to say about working at Dundee Science Centre!

“ I enjoy working at the science centre as all the staff are warm and welcoming! There are always lots of fun and interesting things going on! ”



“ I enjoy working at DSC as I have the opportunity to meet so many new people - I love visiting schools and community events and delivering our STEM offers to local children and families. It is so lovely to see people have fun with science. ”

“ I really enjoy working at Dundee Science Centre because the work is so varied. No two days are the same and I get to meet so many different people that it never gets boring. ”



“ I enjoy working at DSC as I like being able to give back to the community of Dundee. I also feel very respected and valued by management, and that's a biggy for me! ”

“ It's great to see that the work I do has a big impact on our local community and schools, and is at the forefront of STEM engagement in Tayside. ”





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Dundee Science Centre is a visitor attraction, charity (SC033272), and lifelong learning resource for the community, here to bring together science and the public.

Registered by the Scottish Charity Regulator (OSCR).

Dundee Science Centre Enterprises Ltd is the trading company for Dundee Science Centre. Both companies are registered in Scotland with individual numbers. Dundee Science Centre: 181709; Dundee Science Centre Enterprises Ltd: 186239. VAT number: GB742903534