



Recruitment Pack

Visitor Experience Assistant

Closing Date: 5pm Thursday 12th March 2026



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.**

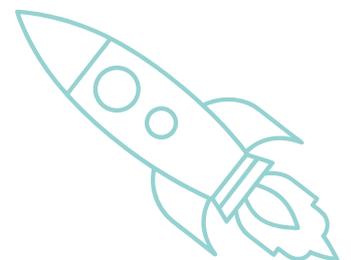
For 25 years, we've inspired curiosity, ignited imaginations, and brought science to life for people of all ages and backgrounds - a quarter-century of wonder.

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

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

- The job description and the kind of skills and experience we're looking for
- Our science centre - values, people, mission
- 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 a **charity and lifelong learning resource dedicated to inspiring curiosity, confidence, and connection through science.** For 25 years, we have been at the heart of our community, supporting families, educators, and science professionals to learn, explore, and grow together. We exist to bring people together to enjoy science.

Our interactive exhibitions offer hands-on, inclusive learning experiences for visitors of all ages, while our outreach programmes and festivals take that same excitement far beyond our building - across Dundee, throughout Scotland, and even further afield.

As a hub for science engagement, we support the school curriculum, nurture the science communication profession, and create opportunities for collaboration between scientists, educators, communities, and the public.

Dundee Science Centre is an independent charity (Scottish Charity Register No. SC033272), regulated by the Office of the Scottish Charity Regulator.

We are proudly supported by the Scottish Government Office of the Chief Scientific Advisor, Dundee City Council, and many other partners who share our mission to broaden access to science learning.

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 **Visitor Experience Assistants**

Salary: £13.45 per hour

Responsible to: Visitor Experience Leader (VEL)

Contract: Part-time, varied, flexible

Hours: Anything from 0 to 30 per week, depending on business needs and individual availability

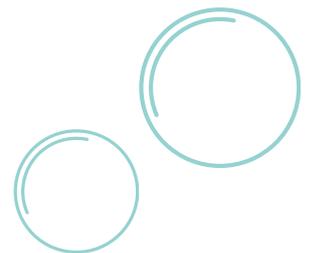
Location: Dundee Science Centre, 14 Greenmarket, Dundee, DD1 4QB.

Role Overview

As a Visitor Experience Assistant, you will play a key front-facing role in delivering an outstanding experience for every visitor to Dundee Science Centre. Based in both Café Create and Front of House, you will ensure that all guests are welcomed with warmth, enthusiasm and professionalism.

You will be a confident communicator and effective team player, with the ability to multi-task across customer service, hospitality and administrative duties. You will bring energy, initiative and a commitment to delivering 5-star service in both catering and customer care environments.

The role works across the service areas of the centre to support the smooth daily operations, always aligning with Dundee Science Centre's values of being caring, fun, authentic and creative.



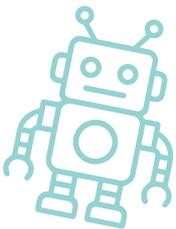
Main Responsibilities

Visitor Experience & Customer Service

- Greet all visitors with a positive and welcoming attitude.
- Deliver an exceptional customer experience at both Café Create and Front of House.
- Assist with accessibility, inclusion, and well-being considerations to ensure all visitors feel supported and valued.
- Provide accurate information about Centre exhibits, activities, events, and services.

Café Create

- Prepare and serve high-quality refreshments, including hot food and beverages.
- Manage daily food preparation.
- Operate relevant equipment.
- Maintain stock levels, including stock rotation and recording waste.
- Process payments accurately and efficiently, promoting upselling where appropriate.
- Adhere to food hygiene and cleaning protocols in line with Cooksafe standards.
- Assist with stocktakes and support team members as required during peak periods.



Front of House & Curiosity Corner (Gift Shop)

- Manage general admissions, bookings, and retail transactions efficiently.
- Answer visitor queries and support additional needs.
- Replenish merchandise and consumables, ensuring stock rotation and presentation standards.

Organisational Support

- Uphold and contribute to Dundee Science Centre's Inclusion and Diversity policy.
- Engage in training and development opportunities as agreed with your line manager.
- Provide flexible support across departments as required to meet business needs.
- Act as a positive ambassador for Dundee Science Centre, reflecting its values in all interactions with visitors, colleagues, and partners.



Person Specification.

Essential

- Friendly, confident, with a positive attitude and strong interpersonal skills.
- Proven ability to work effectively as part of a team.
- Strong awareness of customer service principles.
- Willingness to learn and adapt in a dynamic environment.
- Flexible and proactive approach to working hours, including weekends and evenings.
- Commitment to inclusion and access for a diverse audience.

Desirable

- Previous experience in catering, hospitality or customer-facing roles.
- Experience of using tills or EPOS systems.
- Awareness of food hygiene or health and safety procedures (training will be provided if required).

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Therefore, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.



Employee Benefits.

In return for your hard work, enthusiasm, and commitment to our values, you'll receive a benefits package including:

- Employee Assistance Program
- Flexible working hours available
- 33 days Annual Leave (FTE)
- Employer contributory pension scheme
- Free onsite parking

How to Apply.

Please follow the link below, uploading a current copy of your CV and attaching a cover letter outlining why you are the perfect candidate for this role at Dundee Science Centre.

Visitor Experience Assistant

If successful, you will be invited to attend our Recruitment Afternoon on Tuesday, 17th March 2026. There is no alternative date available.

Unfortunately, due to the volume of applicants we receive, we are not able to respond to every application, so if you have not been invited to the Recruitment Afternoon within a week of the closing date you were unfortunately unsuccessful on this occasion.



Come and Join Us!



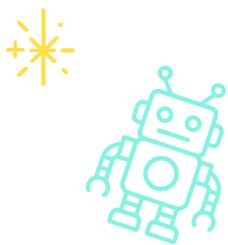
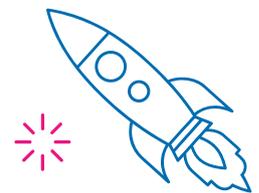
We'd love for you to join our mission of making science accessible to everyone!
Here's what some of our colleagues have to say about working at Dundee Science Centre!

"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