

Head of Science

Role Title	Head of Science
Team	Science
Reporting Relationship	CEO

Who we are....

Explorium is an exciting state of the art Science and Sport visitor attraction located in Dublin. A huge facility (110,000 square foot to be precise!), with over 250 interactive exhibits for families, schools and visitors of every age. This exciting centre is the first of its type in this country and we are sure that we have created something unique and very special. Our focus is on the brilliant experience we give to our visitors and this is where you come in.

Our Team...are at the heart of all we do. Trained in a variety of subjects and focused both on science and sport content and visit facilitation. Making information accessible, relevant to the audience, and most of all generating an enjoyable atmosphere for all our guests. Of course, we need to deliver our amazing experiences in a safe and controlled manner and all our team will be trained in how to achieve this.

The role....

In this role you will be responsible for creating genuine interaction and an engaging environment for our visitors. Leading our visitor experience team to ensure they deliver the best possible experience for our visitors from the welcome they receive to the fond farewell and everything in between.

You will know what excellent visitor care looks like and you will bring your experience of leading, motivating and developing visitor facing teams. You will have a professional approach, excellent communication skills allowing you to effectively deal with any issues that may arise. This includes visitor queries and concerns, exhibit maintenance requirements, team issues and requests from senior management.

You will be the educator on all exhibits – the “go to” person – ensuring the team have attained the satisfactory level of knowledge and supporting them as they develop new knowledge, skills and understanding.

- Operate as the responsible Manager on the Science floor.
- Resolve all service incidents – including complaints, operational failures, safety incidents or emergencies (in conjunction with Safety Officer) up to and including the safe evacuation of the Science area.
- Ensuring the highest standards of presentation and visitor service experience across all areas from front of house and main floor area.
- Provide leadership, direction and coaching to your team on all aspects of operations with regard to achieving agreed KPI's, delivering Explorium's core purpose of interacting and challenging mind and body.
- Demonstrating and embedding Explorium's values
- Implementing Standard Operating Procedures.
- Managing and motivating the visitor experience team to achieve targets for additional commercial events or activities.
- Managing the team's performance, identifying learning needs and working with HR to devise an effective learning programme.
- Providing operational oversight during visits, events and special events.

- Taking care of your personal health & safety and that of others. Complying with Explorium's Health & Safety policies, risk assessments and safe systems of work and reporting any health & safety concerns.
- Skilled at scheduling rosters to ensure standards of capability and competence on every shift.
- Undertake other duties as may be requested from time to time by the CEO or other senior managers.

What you bring to the team:

You will definitely have:

- Experience of managing a customer or visitor facing team and championing the highest standards of visitor experience .
- Experience of motivating and developing individuals or groups to succeed.
- A professional and flexible approach that is solution focused whilst being able to adapt to change.
- The ability to remain calm under pressure and deal effectively with challenging situations.
- Excellent communication and interpersonal skills.
- A proven track record of working within Health & Safety policies
- Experience in leading classes or demonstrations.

What would be great to have:

- A science background and an interest in learning and education
- Previous experience of working in a cultural visitor or heritage attraction.
- Experience of working with large footfall
- Experience in event management

Must Have:

- This role is subject to **successful Garda Vetting Disclosure**
- Fluent English, both oral and written
- Authorisation to work in Ireland
- Availability to work at weekends

Explorium is open 7 days a week and this role includes regular weekend work on a roster.

How to apply:

CV and covering letter should be emailed to hr@explorium.ie. The closing date for applications is **30th November 2024**. Explorium reserves the right to commence interviews prior to the closing date.

Explorium is committed to equal employment opportunities, and we base all our employment decisions on merit, job requirements and business needs.