**Job Description**

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| **Job Title:** | Enabler | **Date:** May 2025  |
| **Reports to:** | Visitor Services Managers |
| **Principally relates to:** | Head of Visitor Services, Play & Learning Team, Technical team, Contractors, Marketing & Communications Team, Catering Assistants, Visitors |
| **Purpose of the role:** | To promote and enhance the visitor experience throughout Eureka! and to contribute to the delivery of playful learning opportunities in the galleries and through special programmes and events.  |

**Main Areas of Responsibility**:

# Enriching the visitor experience

# Being pro-active, energetic, and playful in encouraging visitors to engage appropriately with and derive benefit from Eureka!’s exhibits, workshops, events and facilities.

# Customer service

Provide high standards of customer care, so that the reputation of Eureka! is enhanced and sales targets achieved.

* Deliver a consistently high level of customer service, so that our customers’ expectations are exceeded in all areas of the museum, including outreach and external events.
* Participate in staff training and support any Eureka! Initiatives.
* Assist visitors with queries in a prompt, professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.

### Financial Controls

## Ensure that all accounting procedures are handled in accordance with the Eureka! policies and procedures including:

* Operating tills to agreed procedure, to minimise security risks.
* Check all transactions; cash, cheque and credit card
* Follow cash handling procedures accurately as required
* Following procedure to ensure security of Eureka!’s visitors, staff and property.

#### Stock

* Displaying items for sale or for visitor use in the museum.
* Re-stocking shop stock and exhibition consumables.
* Assisting with stock-taking.

# Health & Safety

All staff are expected to observe all health and safety at work regulations as set out by Eureka! in accordance with statutory obligations.

* Observing all health & safety procedures so that risks to the health and safety of visitors and staff are minimised.
* Reporting immediately all accidents/incidents involving staff or visitors.
* Evacuating assigned areas in emergencies.
* Reporting of accidents
* Report any unsafe practices or broken machinery/equipment, so that remedial action can be taken immediately
* Use all equipment as trained observing all safe practices, so that accidents are avoided
* Follow risk assessment and COSHH procedures

# Maintenance

* Checking, reporting-on and maintaining exhibits, resources and facilities to achieve operational condition, cleanliness and appearance of the highest possible standard.

**Special Projects**

* Undertaking special projects for other departments as required.

# General

* Undertake any other duties as may reasonably be requested of an Enabler
* To attend training courses and staff meetings as required
* As part of the Front of House Team you may be required to work in the café from time to time

**Special features**

* Flexible working.
* Weekend, Bank Holiday, school holiday work will be required.
* The ability to work in a noisy, active, attention-seeking and often physically demanding environment for sustained periods of time.

## Details of education and experience preferred

* GCSE English and Maths, grades A – C or equivalent
* Childcare qualification and/or experience

## Details of special skills/experience/aptitudes needed

* Outgoing cheerful personality
* Playful
* Ability to use own initiative and self-motivated
* A good work ethic
* Good verbal communication skills
* A team player
* Organised
* Proven ability in carrying out instructions