Job Description – Enabler

Review Date:	March 2026
Reports to:	Visitor Services Managers
Responsible for:	No direct reports
Principally relates to:	Interim Head of Visitor Services, Visitor Services Managers, Visitor Services Supervisors, Enablers, Maintenance and Technical Team, Learning Team, Merseytravel Seacombe terminal operational team, Visitors, Work Placement Students and Volunteers.
Purpose of the role:	To promote and enhance the visitor experience throughout Eureka! Science + Discovery and to contribute to the delivery of playful learning opportunities in the galleries and through special programmes and events.

Main Responsibilities:

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 centre, 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

- 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 attraction.
- Re-stocking shop stock and exhibition consumables.
- Assisting with stock-taking.

Health and Safety

- 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 Features & Projects

- Flexible working.
- Weekend, Bank Holiday, school holiday work will be required.
- 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
- Work with the Merseytravel Seacombe terminal operational team to ensure good communication between both teams.

Criteria	Essential	Desirable
Experience		
Experience within a similar environment/ role		*
Experienced in cash handling and reconciliation		*
Working in a visitor attraction		*
Experience of working with children, young people and the general public		*
Knowledge		
Knowledge of working for a charity		*
Skills and Abilities		
Ability to work as part of a team	*	
Self-motivated, ability to effectively prioritise tasks and use initiative	*	
Good organisational ability	*	
Good communication skills	*	
Excellent customer service skills	*	
The ability to work in a noisy, active, and often physically demanding environment for sustained periods of time.	*	
Proven ability in carrying out instructions	*	
Qualifications		
GCSE passes (or equivalent qualification) in English and another subject OR relevant demonstratable experience	*	
Qualified or willing to be qualified in First Aid at Work		*
Childcare qualification and/or experience		*
Other		
An outgoing, cheerful personality	*	
A playful nature	*	
Commitment to the ideals and aims of Eureka! as an educational charity	*	
Ability to work outside normal office hours as part of a seven-day Rota	*	
A good work ethic	*	
Excellent personal presentation and personal hygiene standards	*	