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|--------------------------------------------------------|----------------------------------------------------|
| <b>Position Title</b><br>Duty Manager (Science Centre) | <b>Functional Area</b><br>Customer-Facing Delivery |
| <b>Position Description Id.</b>                        | <b>Business Area</b><br>Science Centre             |

## Reporting relationships

|                 |                                |
|-----------------|--------------------------------|
| Reports to:     | <b>Manager, Science Centre</b> |
| Direct reports: | <b>Nil</b>                     |

## Context

### Our Purpose

Scitech's purpose is to inspire engagement by all Western Australians in science, technology, engineering and mathematics.

### Our Values

**Passion** - We are passionate about Scitech and our purpose. This passion is the energy that inspires our excellence.

**Respect** - We are honest, respectful and look out for each other's well-being. We foster a supportive community by being open-minded and welcoming of people of all ages, genders, abilities, and cultural backgrounds.

**Innovation** - We encourage innovation and creativity. We learn and grow by working together.

**Fun** - We share the fun we have at work by including each other and the community, engaging our own curiosity and encouraging it in others.

**Sustainability** - We minimise our environmental footprint, responsibly using our resources and energy.

### Our context

As a not-for-profit organisation, we're reliant on the generosity of our government, education, corporate and community partners. Because of their long-term investment and support, we're able to do more, reach further, engage minds, inspire imaginations and enable STEM long into the future.

## Primary purpose of the role

The Customer-Facing Delivery portfolio is responsible for delivery of Scitech's products and services in physical environments, providing operational management and oversight to Science Centre and Statewide channels.

The Duty Manager is part of a pool of supervising staff who are responsible for the coordination and allocation of daily tasks to Science Communicators, Visitor Service Assistants and Sci-guide volunteers on their team leading days. This role is key to ensuring that all customers of the Science Centre receive a memorable and rewarding experience. This role will also oversee the coordination of daily operational procedures to ensure the Science Centre is operating at optimum capacity. To support the role, the incumbent to this position is expected to maintain knowledge and training as a Chief Fire Warden.

The Duty manager will also be required to present engaging STEM programs and have a good understanding of the front of house and retail operations to ensure the continual functioning of the Science Centre.

This role is a permanent position within the Science Centre, expected to be rostered and work across 7 days, including regular evening and weekend work.

## Summary of key accountabilities, challenges and relationships

### Key accountabilities

- Deliver exceptional customer service to all customers and stakeholders, by understanding their needs.
- Make a positive impression on teachers, students and others by being approachable and building rapport with a positive attitude.
- Working within a close-knit team of Duty Managers, effectively and equitably distribute daily tasks to team members in line with skills and development needs.
- Carry out daily operational procedures to ensure efficient running of the centre's spaces, including cleaning and maintenance as required.
- Promote and adhere to all workplace health and safety policies and procedures to ensure legislative requirements for the position are met.
- Support the training and development of staff delivering programs by providing appropriate documentation and facilitating on the job coaching processes.
- Provide support to the Operations Coordinators through project delivery tasks.
- Deliver quality STEM programs to the general public, groups, teachers and students.
- Undertake other duties as directed from time to time.

### Key challenges

- Delivery of continuous, passionate and responsive customer service.
- The varied bookings and event numbers day to day.

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- Weekend leadership and ownership to solve problems and attend to issues such as presenter reliability and / or customer complaints.
- Handling customer complaints to ensure a response and solution is provided or escalated where required to the appropriate personnel.
- Maintaining a level of systems understanding to support Front of House operations during periods of limited staff availability.

### Key relationships

- Customers, members and partners of Scitech
- Customer-Facing Delivery team staff: program coordinators; and bookings and events staff
- All other business areas

### Capabilities and behavioural indicators

*The following selection criteria are to be read in the context of the key accountabilities, challenges and relationships of this position.*

**Essential or Desirable**

#### Role specific *and undertakes other duties as directed*

- Demonstrated team management, mentoring and training experience. E
- Highly developed interpersonal skills with the ability to build positive working relationships with customers, teachers and students. E
- Demonstrated experience and skills managing incidents and complaints through diplomatic and responsive communication and problem solving. E
- Demonstrated public presentation skills and experience presenting to a range of audiences. E
- Experience working with children, ideally in a teaching or coaching role. E
- Experience in responding to emergency situations, determining the nature and appropriate action. D

#### Personal attributes

- Continuously displays dedication to personal integrity, accountability, flexibility and collaboration. E

#### Team and self

- Demonstrated capability to use initiative and organisational skills, work independently, proactively and constructively participate in a team environment and prioritise information and tasks to manage time effectively and meet deadlines. E

#### Communication

- Highly developed written and verbal communication skills as well as excellent interpersonal skills including the ability to build positive working relationships with customers and staff at all levels on a range of topics in a consultative role. E

#### Technology

- Experience with MS Office Suite (Word, Excel and PowerPoint, Teams) and SharePoint. E

#### Qualifications and licences

- Science or Education related tertiary qualification D
- Working with Children Check or ability to obtain one E
- First aid certificate E

### Signatures

#### Employee

Name

Signature