

## NEW VACANCY



# Visitor Experience Leader

Salary Range: £25,300 - £29,400

Contract: Full time (*37.5 hours per week*)

Dundee Science Centre is an award-winning visitor attraction based in the heart of the 'the coolest little city in Britain' (GQ Magazine). We are a Charity, and our mission is to make science accessible. We achieve this through attracting visitors to our centre to be amazed and informed by our science, technology, engineering, and maths (STEM) inspired installations and experiments; delivering compelling STEM experiences in schools and communities; and collaborating with researchers and companies to make complex concepts more relevant.

Dundee Science Centre is at an exciting stage of our evolution. As we celebrate 25 years of making science accessible across Tayside and North Fife, we are developing our strategic plan for the next 5 years. To support the implementation of this plan we will need an experienced, knowledgeable, operationally minded individual with a passion for instilling and upholding exceptional customer experience standards to support our ambitions, that's where you come in!

As a Visitor Experience Leader at Dundee Science Centre, you will be at the forefront of delivering an unforgettable and dynamic experience for every visitor. You will take charge of the day-to-day operations of the Centre, ensuring that both staff and visitors enjoy a seamless and engaging experience. The role is a blend of leadership, operational oversight, and active visitor engagement, requiring a proactive and hands-on approach to managing events, customer service, and operational tasks.

As part of our commitment to inclusion and diversity, you will play a vital role in promoting and upholding a culture where everyone feels welcome and valued. Whether leading a team of passionate staff or handling complex visitor needs, you will maintain the high standards of service that define Dundee Science Centre.

The successful candidate will be a strong collaborator, with exceptional customer service skills and meticulous attention to detail. You will be enthusiastic and resourceful with a confident nature and the ability to work independently as well as part of a small team.

The post holder will be expected to work flexibly within the Dundee Science Centre team.

This post is available on a full-time basis. Hours of work will be flexible depending on the availability of the individual; and will include shifts over the weekend and evening work.

For further information please view the detailed job description on our website:

<https://www.dundeesciencecentre.org.uk/jobs>

To apply for the post, please submit your CV and **a covering letter**, clearly indicating your suitability for the role. Applications should be sent to: [recruitment@dundeesciencecentre.org.uk](mailto:recruitment@dundeesciencecentre.org.uk)

**Applications to be submitted by 5pm on Sunday 20th April 2025** with interviews taking place on **Tuesday 29th April 2025; no alternative date available.**