

The image features a solid blue background. In the top-left and bottom-right corners, there are decorative clusters of white geometric shapes, including circles, triangles, squares, and lines, some of which are arranged in a circular pattern.

EUREKA!
SCIENCE +
DISCOVERY

Head of Visitor Services, Eureka! Science + Discovery June 2022

Thank you for your interest in Eureka!

This job pack provides everything you need to know to apply for this role and what it means to be part of the team at Eureka!

In this pack you'll find:

- Who we are
- Our values
- Information about Eureka! The National Children's Museum, and Eureka! Science + Discovery
- The role profile and person specification
- Our approach to equality and diversity

Who we are

Eureka! is a well known and well-loved family and children's visitor attraction in the north of England. We are 30 years old in 2022, and at a pivotal moment in the history of our organisation.

In 2022 we will open a brand-new Eureka! visitor attraction in Wirral. Eureka! Science + Discovery will be a high-profile addition to the exciting cultural landscape of the Liverpool City Region, a crucial element in the regeneration of the left bank of the River Mersey, and the only Science and Discovery centre specifically for children and young people aged 6 - 14 in the UK.

Our new science and discovery centre will complement Eureka!'s National Children's Museum located in Halifax, West Yorkshire. The National Children's Museum remains the UK's *only* dedicated children's museum – an interactive hands-on experience specifically for children aged 0 – 11.

Eureka! is an independent and self-sufficient educational charity which relies on earned revenue primarily from admissions to sustain operations and ensure families from all backgrounds can benefit from the play and learning opportunities offered.



Leigh-Anne Stradeski, Eureka! Chief Executive





Our Values

Our values make us who we are and inform the way we work. We wouldn't compromise them under any circumstances because they're the building blocks of our brand.

- We are **captivating**

Eureka! exists to capture children's and young people's imaginations, inspiring them to learn, develop and grow in confidence within a playful, engaging and thought-provoking space.

- We are **involving**

Eureka! is for everyone. Every community, every family and every child and young person – regardless of background or ability – is invited to spend time discovering and learning in a nurturing yet challenging environment.

- We are **expert**

Our collective knowledge of children's development, play and discovery-based learning and exhibition design combined with an active co-creation process results in rich and meaningful experiences grounded in solid research and contemporary approaches.

- We are **pioneering**

Eureka! was the UK's first children's museum and set the gold standard for playful learning experiences in museums and galleries throughout the country. We continue to sustain this approach, looking to the future, taking risks and always being one step ahead of the sector.

Eureka! Science + Discovery Wirral

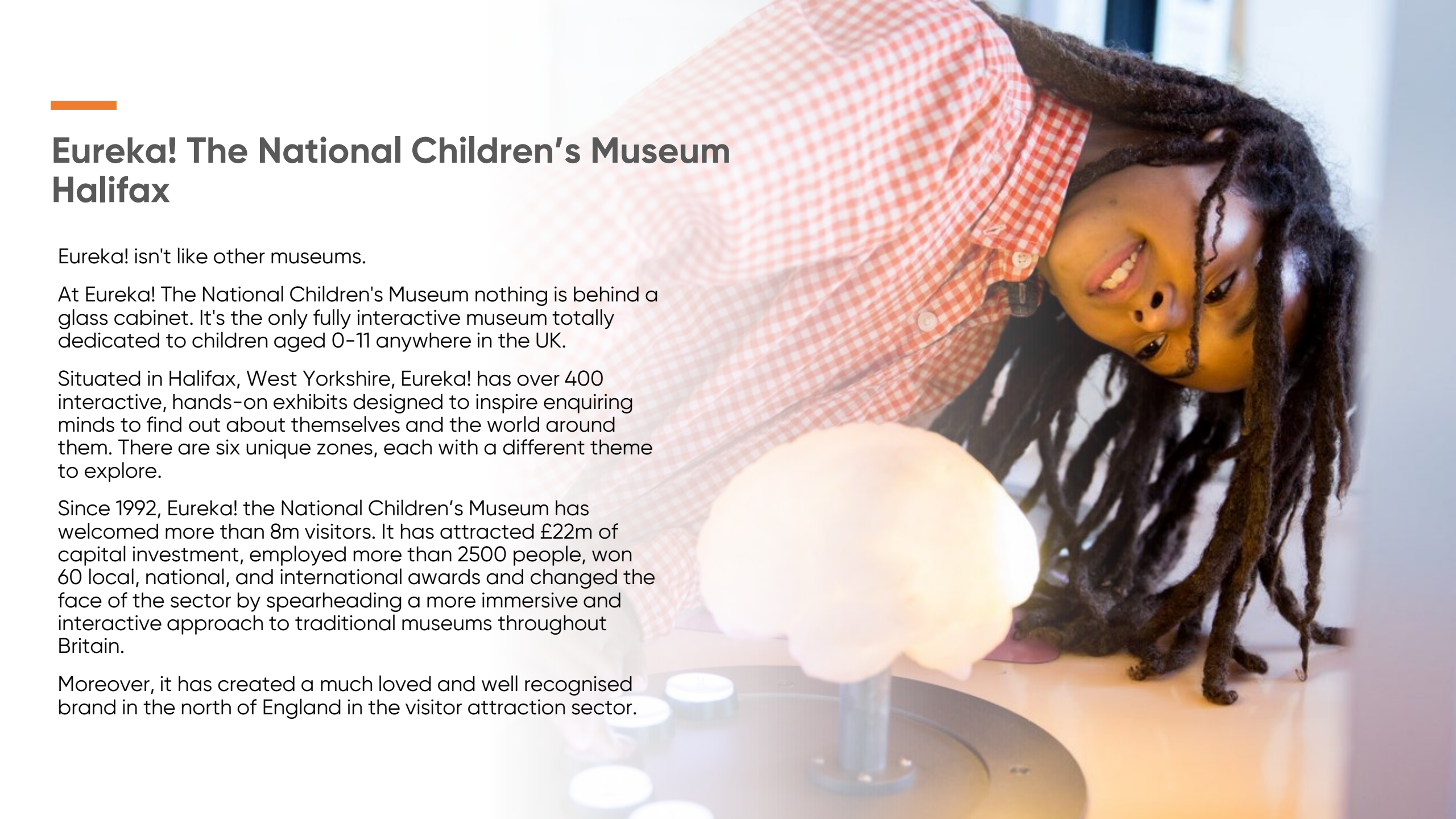
Eureka! is delighted to be working with Wirral Council and the Liverpool City Region Combined Authority to bring a whole new experience for children, young people aged 6 – 14, and families to the North-West.

Planned to open in 2022, Eureka! Science + Discovery will be an innovative blending of the much loved and extraordinary learning experiences associated with Eureka! The National Children's Museum with cutting edge 21st century science and discovery innovation.

It will bring together families, children and young people from across the North-West to explore science, technology and innovation, creating and encouraging young people's aspirations and joining them up with pathways to skills development and future work.

We plan to welcome just under 200,000 visitors per year, providing permanent exhibitions, and a regularly changing schedule of learning programmes, school and community workshops and after-school activities.





Eureka! The National Children's Museum Halifax

Eureka! isn't like other museums.

At Eureka! The National Children's Museum nothing is behind a glass cabinet. It's the only fully interactive museum totally dedicated to children aged 0-11 anywhere in the UK.

Situated in Halifax, West Yorkshire, Eureka! has over 400 interactive, hands-on exhibits designed to inspire enquiring minds to find out about themselves and the world around them. There are six unique zones, each with a different theme to explore.

Since 1992, Eureka! the National Children's Museum has welcomed more than 8m visitors. It has attracted £22m of capital investment, employed more than 2500 people, won 60 local, national, and international awards and changed the face of the sector by spearheading a more immersive and interactive approach to traditional museums throughout Britain.

Moreover, it has created a much loved and well recognised brand in the north of England in the visitor attraction sector.

Head of Visitor Services, Eureka! Science + Discovery

Role description

Eureka! Science + Discovery's new Head of Visitor Services will join us at a very exciting time.

The focus for the role will be responsibility for the development and management of visitor services and ensuring the delivery of high standards of visitor care and effective staff management and deployment

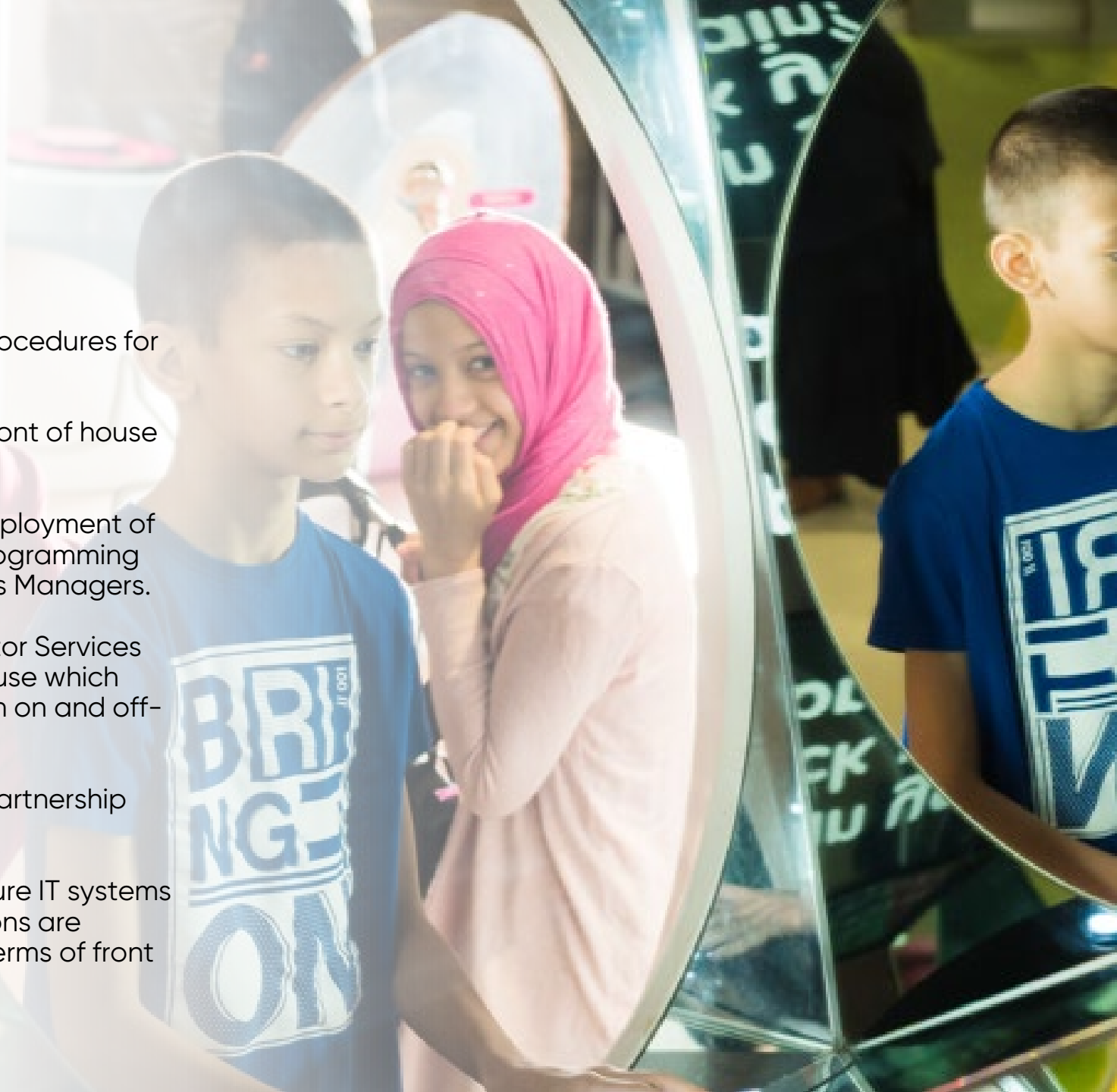
Developing and implementing appropriate policies and procedures for customer-focused front of house operations to ensure that the quality of visit experienced by visitors exceeds their expectations, leading to repeat visits.

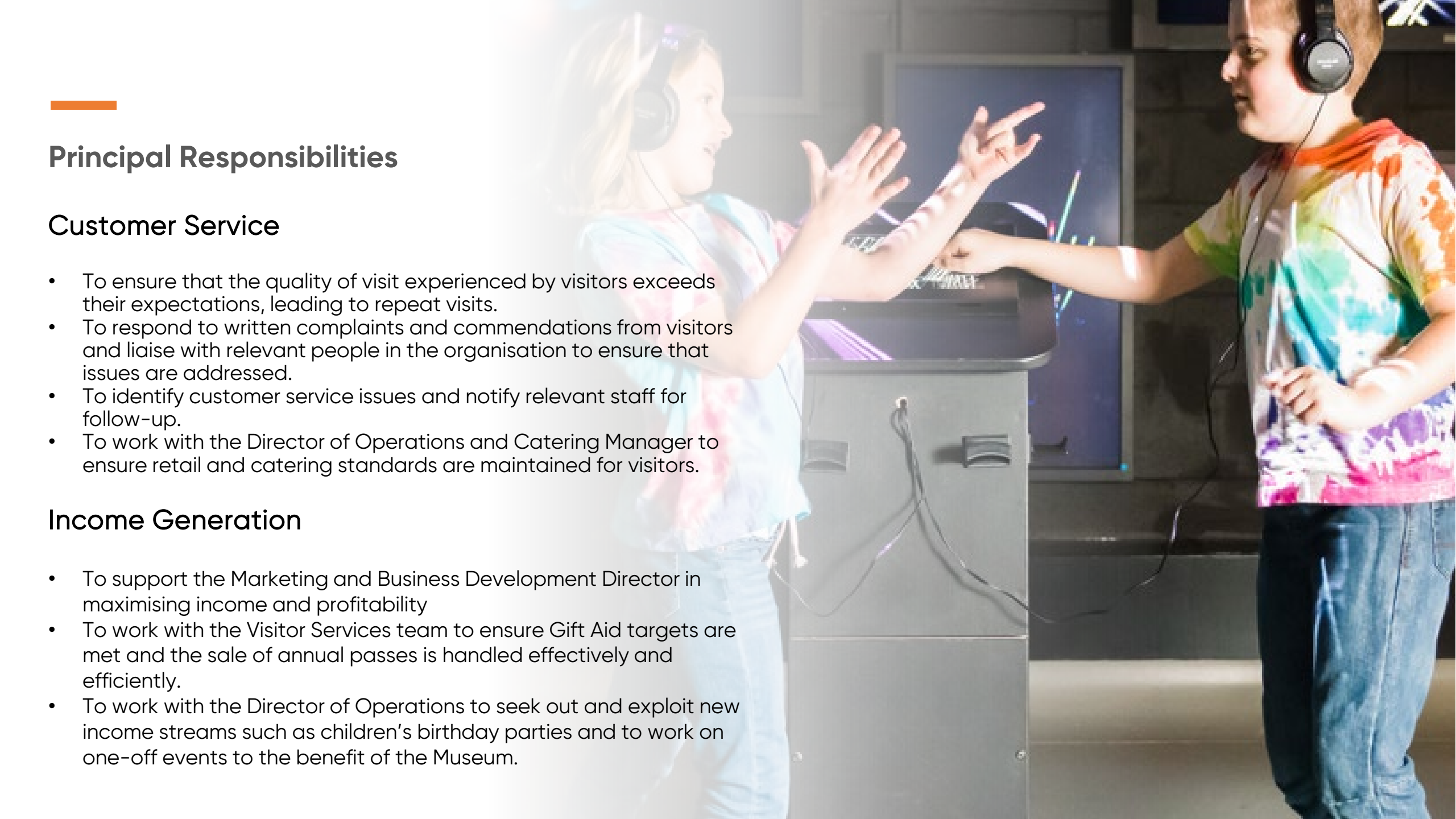


Principal Responsibilities

Front of House Operations

- To develop and implement appropriate policies and procedures for customer-focused front of house operations.
- To ensure efficient and cost-effective deployment of front of house staff.
- To lead on the development of opportunities for the deployment of volunteers to support front of house operations and programming with the support of the HR Manager and Visitor Services Managers.
- To develop and implement a monthly work rota for Visitor Services Managers and Enablers across the museum front of house which respond to business and operational requirements both on and off-site.
- To monitor floor operations on a day-to-day basis in partnership with the Director of Operations.
- To work with the Finance and Resource Director to ensure IT systems and processes which impact on front of house operations are managed effectively, including the GAMMA system in terms of front desk, tills, reports and audits for the museum.



A young girl and a young boy are wearing large headphones and interacting with a large digital screen. The girl, on the left, is wearing a light blue and pink patterned shirt and blue jeans. The boy, on the right, is wearing a white shirt with colorful abstract patterns and blue jeans. They are both looking at the screen and gesturing with their hands. The screen displays a colorful, abstract image. The background is dark and out of focus.

Principal Responsibilities

Customer Service

- To ensure that the quality of visit experienced by visitors exceeds their expectations, leading to repeat visits.
- To respond to written complaints and commendations from visitors and liaise with relevant people in the organisation to ensure that issues are addressed.
- To identify customer service issues and notify relevant staff for follow-up.
- To work with the Director of Operations and Catering Manager to ensure retail and catering standards are maintained for visitors.

Income Generation

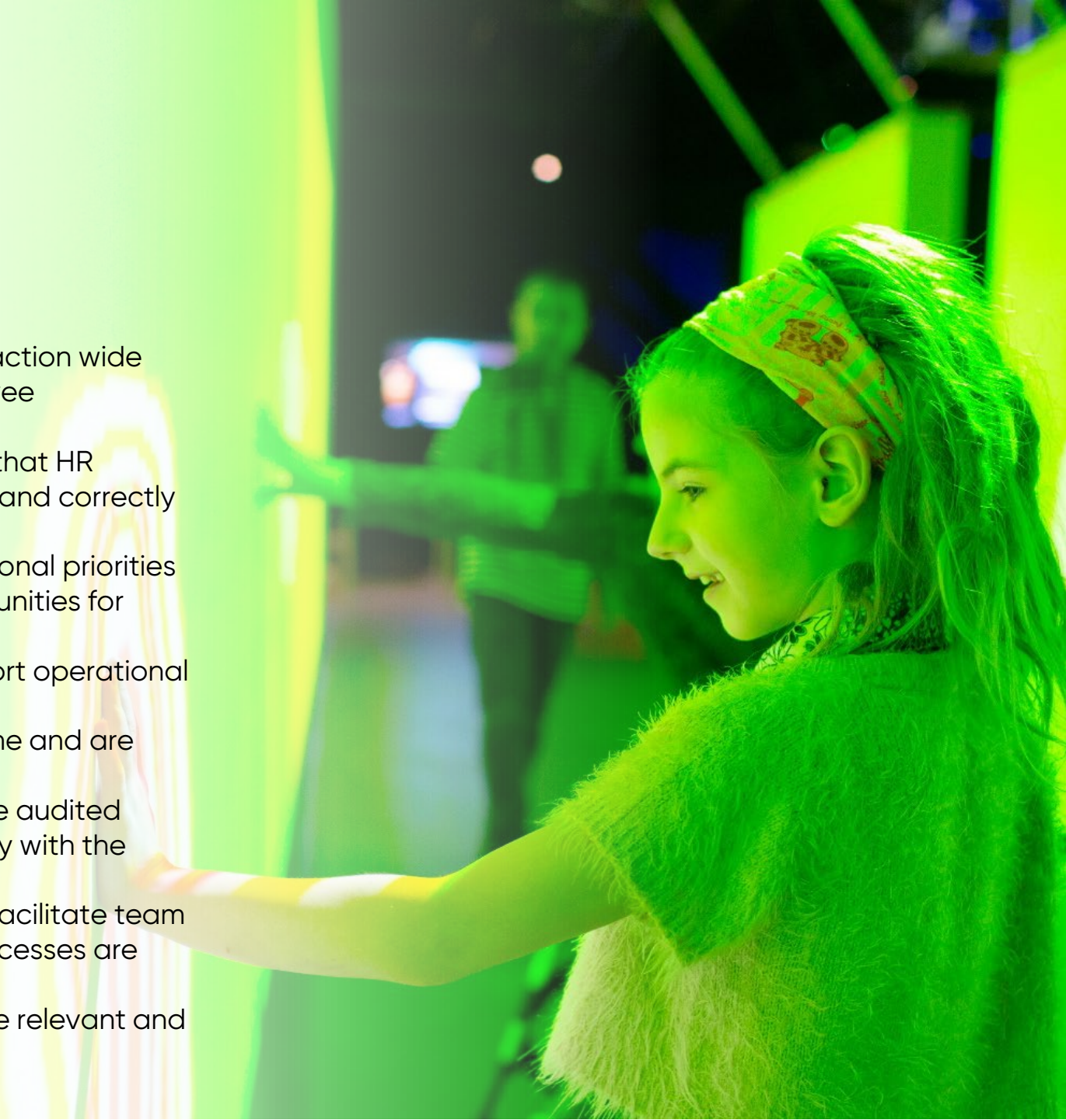
- To support the Marketing and Business Development Director in maximising income and profitability
- To work with the Visitor Services team to ensure Gift Aid targets are met and the sale of annual passes is handled effectively and efficiently.
- To work with the Director of Operations to seek out and exploit new income streams such as children's birthday parties and to work on one-off events to the benefit of the Museum.



Principal Responsibilities Continued

Leadership and Support

- To support the HR Manager with the development of an attraction wide culture which enables opportunities for front of house employee engagement and empowerment.
- To work with the HR Manager and Office Manager to ensure that HR policies, procedures and processes are managed effectively and correctly for the front of house team.
- To manage the reporting staff ensuring they balance operational priorities with their areas of specific responsibility and seek out opportunities for their professional development.
- To ensure staff are recruited, trained and motivated to support operational requirements and specialist programmes.
- To ensure staff receive a full induction and training programme and are supported in their ongoing training & development needs.
- To ensure that the attraction e.g. gallery and public areas are audited regularly and maintained to a high standard – working closely with the Director of Operations and the Facilities Manager.
- To liaise with other departments and functions at Eureka! to facilitate team culture and effort and that communication networks and processes are effective.
- To ensure that Visitor Services Managers are fully trained where relevant and aware of their responsibilities.





Principal Responsibilities Continued

Health and Safety

- To work with the Director of Operations and Facilities Manager, developing and implementing Health & Safety policies and procedures.
- To observe all Health & Safety procedures so that risks to the Health and Safety of staff and visitors are minimised.
- To ensure that accidents and incidents are properly reported, and that appropriate action is taken to minimise risks.

Security

- To work with the Director of Operations and Facilities Manager, developing and implementing procedures designed to safeguard the security of Eureka!'s staff, visitors and property.
- To ensure security of stock and cash at all times.
- To work with the HR Manager to ensure a Safeguarding Policy is implemented and communicated to all staff.



Head of Visitor Services Person Specification

We're looking for someone who has;

- A degree or equivalent in a relevant discipline
- A qualification in or willing to be qualified in First Aid at Work
- Experience in supervising and training a diverse team
- Excellent customer service orientation skills
- Excellent communication skills with the ability to relate to people at all levels and from a diverse range of cultures
- Strong organisational skills
- Good budgetary skills and acumen for maximising income
- Energy, enthusiasm, flexibility and team-based approach

Additional Information

Job Title: Head of Visitor Services, Eureka! Science + Discovery

Reports to: Operations Director

Line management of: Visitor Services Managers

Remuneration: £33,000 – £38,000 depending on experience plus 5% pension

Contract: Permanent contract, with 6 month probationary period, 25 days holiday plus bank holiday entitlement

Location: Eureka! Science + Discovery, Wallasey CH44 6NR

Special features: Undertaking Duty Management of the museum as required, Regular weekend, Bank Holiday and evening work as required. Limited flexibility in taking time off during school holidays and peak periods

Eureka! support staff through all aspects of work and personal life via our free and confidential Employee Assistance

Programme run by AXA.

Process and interview dates

To apply, please send your completed application form and a covering letter to jobs@eureka.org.uk.

In the cover letter please include detail on the points below:

- Why you would like to work for Eureka! Science + Discovery
- How you fit the person specification
- What experience and skills you would bring to the role

If you would like to discuss this opportunity with us, please contact our HR Manager, Laura Hallas on laura.hallas@eureka.org.uk

- Closing date for applications – Midnight 28th June 2022
- Shortlisting and invitation to interview – 29th, 30th June, 1st July 2022
- Interview dates – Week beginning 4th July



EUREKA!
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DISCOVERY

EUREKA!
the national children's museum ●

