

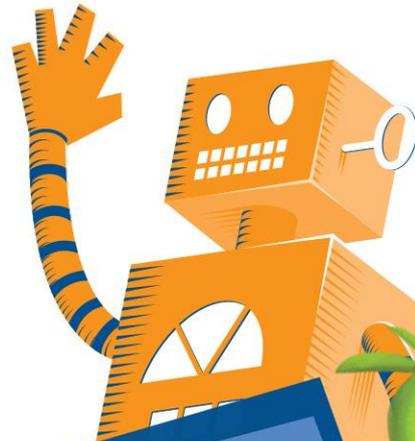


www.aberdeensciencecentre.org



# Visitor Engagement Assistant (Outreach)

Closing Date: Friday 24 April 2026 at 12 noon



# Unleash the **power** of curiosity at Aberdeen Science Centre

## Welcome!

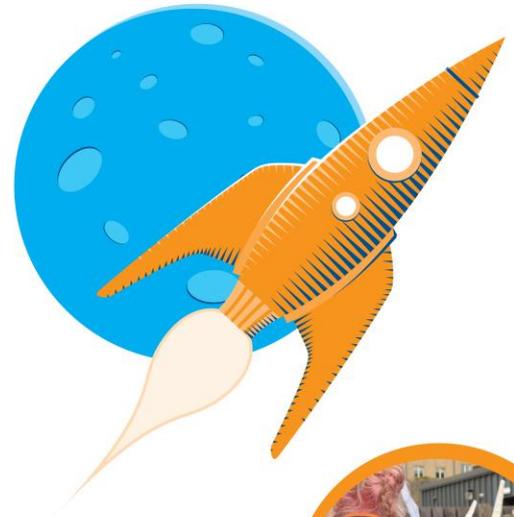
Thank you for your interest in joining our hardworking and passionate team at Aberdeen Science Centre. We are proud to offer the opportunity to work in a modern and spacious centre with more than 60 interactive exhibits, a busy schools and community engagement programme, venue hire spaces and plenty of opportunities to get hands on with STEM (Science, Technology, Engineering and Maths) engagement!

This pack will walk you through everything you need to know, including:

- The job description and the kind of skills and experience we're looking for
- Our new centre and all its facilities
- Opportunities for your career development
- The benefits and remuneration package we can offer
- A few words from our team

If you have a passion for science and STEM education and are keen to inspire others and make a lasting impact, we can offer you rewarding, interesting and varied work and the chance to develop your own career path.

We would love to hear more about what you can bring to Aberdeen Science Centre and help us to Unleash the Power of Curiosity!



## All about us

Aberdeen Science Centre is an inspirational, exploratory visitor attraction close to Aberdeen's beachfront. We are committed to **inspiring a lifelong interest in science** by creating engaging, fun, informative and educational experiences for everyone who comes through our doors.

Established in 1988 as Scotland's first Science Centre, Aberdeen Science Centre has played a significant role in STEM education across the region ever since.

In late 2020, Aberdeen Science Centre reopened its doors at Constitution Street, following a major £6million redevelopment project. The revamp allowed us to create six exciting zones for visitors – Space; Energy; Test It; Make It; Life Sciences; and a special under-6s area for our littlest scientists.

We brought in more than 60 new exhibits (and a few old favourites!) including our friendly humanoid robot, RoboThespian, who loves to sing and chat, and the OPITO Theatre of Energy, an immersive experience which challenges visitors to find the right mix of energy sources.

Our schools, community and public engagement team provide opportunities for STEM learning in a variety of different formats. From workshops and shows, activity stations and demos, to science on the spot and story sessions. Our engagement team provides something for everyone and aim to engage with as many children and adults as possible, on average engaging with over 65,000 people each year.

We also have meeting room spaces which can be hired for meetings and events for up to 250 guests as well as in-house training sessions.

We have an on-site café run by Grub, as well as a small garden, office and recreation space and free car parking.

As a registered charity we work hard to generate funds through a variety of income streams to support our mission.

Maintaining our valued corporate partnerships is a vital part of our day-to-day work as they allow us to deliver quality programmes, workshops and events for schools, community groups and others.

We strive to be one of the only five-star attractions in the North-east of Scotland and the go-to STEM education resource locally. We share best practice with other science centres as part of our membership of the Association of Science and Discovery Centres and our network of centres here in Scotland.

The future's bright. Play your part and use your valuable skills to make a genuine difference.



## Job description

We are looking for a **Visitor Engagement Assistant (Outreach)** to work in our main office.

**Salary:** £26,434.90 pa

**Reports to:** Community Engagement Coordinator

**Contract:** Full-time, permanent

**Hours:** 37.5 hours per week [5 days from 7] with evening/weekend work required.

You will be an ambassador for Aberdeen Science Centre (ASC), an excellent communicator and an effective team player who has the ability to multi-task and be flexible when working in a variety of areas within Aberdeen Science Centre.

Your main role will be to interact with all visitors through our Community Engagement Programme in a friendly, outgoing manner ensuring they have a 5\* experience at all times. This flexible role will cover engagements on the exhibition floor, outreach sessions, workshops to schools, public groups and birthday parties.

Delivery of ASC activities in the North of Scotland will form a key part of this role, so a full valid driver's licence is essential. This port holder will be expected to work flexibly within the team, with a willingness to work evenings and weekends as required.



## Job description (cont.)

### Main Duties and Responsibilities

#### General

- Provide a high level of customer service at all times, ensuring everyone has an enjoyable and inspiring experience.
- Deliver ASC's shows, workshops and birthday parties to a variety of audiences including communities, schools and public groups, including set up and cleaning. This would include an adult audience.
- Be the first point of contact for all community outreach events, maintaining relationships with our community partners and proactively seek development opportunities.
- Ensure exhibition areas are clean, tidy and in working order, reporting any faults found.
- Support the development of STEM activities for ASC's programme.
- Carry out reception duties, including cash handling when required.
- Contribute to review, evaluation and reporting processes for engagements as required.
- Ensure spaces are set up in advance as required, for pre-booked groups.
- Any other duties as deemed appropriate and reasonable.

#### All science centre staff are expected to:

- Perform their own general clerical duties including, but not limited to, typing, copying, mailing and filing.
- Ensure all current legislation including, but not limited to, GDPR and Health and Safety is followed at all times.
- Maintain confidentiality in all aspects of client, staff and agency information.
- Consider the day-to-day environmental impact of their work and act to reduce accordingly i.e. turn off unwanted lights, reduce paper usage etc
- Follow any other reasonable duties as assigned by their line manager or Chief Executive.
- To attend conferences and other learning opportunities as required.

**The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post mentioned above.**

**Aberdeen Science Centre reserves the right to amend the Job Description in consultation with the employee.**

**Aberdeen Science Centre pursues a policy of equal opportunities in the appointment and promotion of staff.**



## Person specification

### Do you have the skills, experience and enthusiasm we are looking for?

- Desire to work within the charity sector.
- Creative and innovative approach to work.
- Excellent attention to detail.
- Confidence with ICT, with an ability to keep up with advances in technology.

### Essential Competencies

- An enthusiasm for a large variety of Science, Technology, Engineering and Mathematic topics.
- Skilled listener with great people skills.
- Strong verbal and written communicator, ability to liaise effectively with a variety of audiences.
- High regard for customer care and service.
- Good team worker, flexible and adaptable with a willingness to work across multiple areas of the organisation.
- Willingness to be flexible on hours, with regular evening and weekend work required.
- Ability to work unsupervised, on own initiative with excellent attention to detail.
- Ability to work to tight deadlines and organise own schedule.
- Knowledge and competence in ICT including MS Office suite.
- Ability to follow script and adapt to create meaningful engagements with diverse audiences.
- A full driving licence



### Desired Competencies

- Previous experience in a customer focused environment.
- Experience of speaking in front of a camera.
- Experience in presenting to audiences of all ages.
- Access to a vehicle



## Employee Benefits

In return for your hard work, enthusiasm and commitment to our values you'll receive a generous benefits package including:

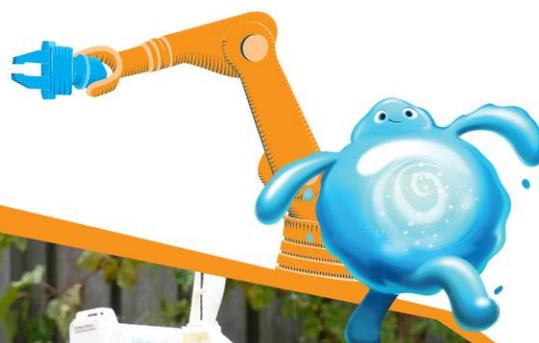
- Holiday allowance of 31 days.
  - Flexible and hybrid working opportunities from day one.
  - Rewards and Recognition Scheme\*
  - Generous company sick pay of 3 months full pay and 3 months half pay\*
  - Contributory pension scheme with employer contributions of 4%\*
  - Access to staff Healthshield cash back plan\*
  - A range of learning and development opportunities.
  - Free onsite car parking at Aberdeen Science Centre for all staff.
  - 10 free admissions per year to Aberdeen Science Centre for your friends and family\*
  - Free voluntary flu jab for all staff.
  - 10% staff discount in ASC shop and onsite café, Grub.
  - Social outings and team building sessions.
- \*Upon passing probation period.

## How To Apply

To apply for this position please send a CV and Covering Letter outlining your suitability relative to the Job Description & Person Specification to: [recruitment@asc.scot](mailto:recruitment@asc.scot) or to: Recruitment, Aberdeen Science Centre, 179, Constitution Street, Aberdeen, AB24 5TU

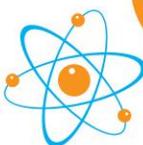
**Closing date for applications – Friday 24 April 2026 at 12 noon.**

**Interviews will take place w/c 4 May 2026 at Aberdeen Science Centre.**

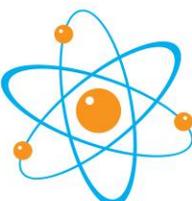


## Come and join us!

We'd love for you to be part of our dedicated team. Here's what some of our colleagues have to say about working at Aberdeen Science Centre.



I just love engaging with people and watching their surprised faces after a cool, creative activity!



Aberdeen Science Centre has a great culture which is both supportive and collaborative. Senior management's belief in the team and genuine will for you to develop and grow makes each project enjoyable, knowing you have their support.

The staffing structure means we get to work with different members of the team, giving you the opportunity to learn every aspect of the company. Through this atmosphere we end up accomplishing more together.

I love seeing the impact our work has on young people and in the wider community - even a short walk through the centre shows the positive interactions people are having with STEM.

It's a fun place to work with great learning opportunities and really friendly, enthusiastic staff.

I've developed many new skills, from delivering and developing workshops to coordinating events and working with community partners and I've been allowed the freedom to develop according to areas of interest. Working at Aberdeen Science Centre is fun and fast paced but also a great place for personal development.

It's so rewarding to know that the work you're doing is contributing to the charity to inspire an interest in science, whether that be in the centre itself, in schools or the community.



If you want to work with an organisation that cares about its people and like the idea of working with a purpose-driven charity, then join us at Aberdeen Science Centre.



The diverse activities we do at Aberdeen Science Centre means no two days are alike.



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Aberdeen Science Centre is a Scottish Charity, SC014922,  
regulated by the Scottish Charity Regulator (OSCR)