

Engagement Manager

Reporting to: Head of Projects
Reports: Visitor Engagement Officers
Position: Full time

Role

The role will oversee the planning, design, development and delivery of STEM related projects. It will lead on the transition of Techniquest into a contemporary centre that increases the relevance of STEM to our visitors and wider audiences.

The role will identify, broker relationships with, and engage key stakeholders that Techniquest can work with to promote its new interpretational strategy.

The role will ensure that our audiences are continuously consulted through an ongoing participatory approach and will oversee the evaluation of our resources.

Main responsibilities

To oversee the development of STEM content, programmes, exhibits and media, for use in conjunction with Welsh formal education partners as well as external clients, ensuring that these are delivered on-time and on-budget, meeting agreed goals.

To act as an ambassador for Techniquest, cultivating relationships with key individuals and organisations that can support our interpretational strategy. These will include academic institutions, businesses and third sector organisations.

To contribute to the successful delivery of education and media projects for internal and external clients, helping to ensure outcomes that are high quality, innovative and user-friendly.

To present engagement activities to schools and public audiences in support of the Visitor Engagement Officers when demand requires.

To act as an Audience Advocate for consistent refreshment ensuring high quality standards.

To contribute to the development of Techniquest's new Audience Engagement and Interpretational Strategies, developing a robust, realistic and innovative approach to delivering to current core audiences, and developing new ones.

Support our Fundraising Officer by contributing to the development of fundraising materials including bids and presentations.

To ensure that content is authoritative and balanced, working with colleagues and liaising with scientists, experts, teachers and other relevant partners and stakeholders.

To work safely and to ensure risk assessment, training and other health and safety measures are carried out relevant to each project.

To identify suitable contractors, suppliers, advisors, and others as necessary. This will include developing clear briefs and/or tenders, obtaining quotes, placing orders and ensuring overall good value for money.

To develop and manage the 7-day rota for Visitor Engagement Officers, ensuring all public engagement needs such as science theatre shows, workshops and planetarium shows required by the Operations team are met within required timescales.

To manage the expectations of the wider Techniquest team in relation to team capacity and ongoing projects.

To ensure all Visitor Engagement Officers are fully trained in required engagement activities such as science theatre shows, workshops and planetarium shows.

To monitor and act upon accordingly any evaluation carried out by the Visitor Engagement Officers to ensure the highest quality of the programmes is maintained.

To oversee the budget, delegating responsibility to the Visitors Engagement Officers for specific projects.

Supporting duties

To provide regular accurate written and verbal reports on individual projects and on other matters relevant to the role.

To work with colleagues across the organisation to develop appropriate evaluation and consultation policies.

To carry out effective summative and formative evaluation where required.

To act as an effective project manager, delivering high quality, innovative results to schedule, delivering excellent value for money and high levels of customer satisfaction.

To lead a team of Visitor Engagement Officers including monitoring of project timescales, budgets and personal development needs.

To support the Volunteer Programme by acting as a supervisor to volunteers that report to your department, ensuring they have all the support needed as outlined in the Volunteer Handbook and ensuring that a Risk Assessment is completed before they commence.

To always work within the Techniquest Values and Behaviours Framework and embrace our values of Excellent, Inspirational, Inclusive, Collaborative, Empowering and Innovative.

To carry out other duties as required from time to time commensurate with the role.

Personal specification

Experience

- A strong track record in developing innovative and successful exhibits, programmes or other content-based interactive media.
- Demonstrable expertise in delivering STEM content to a wide range of audiences.
- Experience in project management ideally within the creative or education sectors.

Skills, knowledge, abilities

- Project management skills.
- Leadership and management skills.
- Excellent communication and team working skills and willingness to work collaboratively across functions.
- An understanding of the importance of user testing during development.
- Good understanding of the needs of formal education would be desirable.
- Excellent IT skills together with the ability to use Adobe Creative Suite (InDesign/Premier Pro/Photoshop/After Effects).
- Strong planning, administration and organisational skills, and ability to work under your own initiative.
- The ability to speak Welsh would be an advantage.

Qualifications

- Qualified to degree level in new media, education or science, or suitable relevant experience.
- Valid Driving Licence

Personal attributes

Team player, well organised, able to work independently and calmly under pressure.