

Visitor Experience — Outreach Presenter (Bilingual)

Reporting to:	Engagement Manager
Position:	Full-time (including Bank Holidays/weekends/evenings) – days and hours of work will vary depending on Level and role requirements
Salary:	£25,000
Closing date:	Sunday 26 July 2026
Interview date:	From Monday 3 August 2026
Start date:	September 2026
Driving licence:	Essential
Welsh language:	Essential

Role

You will play a key role in extending Techniquiest's reach beyond the centre, delivering high-quality, engaging and accessible STEAM experiences to schools, communities and partner organisations in the Welsh language.

To take responsibility for the planning and delivery of outreach activity, including the preparation, transport, set-up and pack-down of equipment and resources.

To deliver the suite of in-centre Techniquiest engagement programmes including, but not limited to, shows, planetariums, Lab workshops, busking and Toddler day activities for public, school and corporate audiences.

To monitor and engage Techniquiest audiences with the outreach and exhibition offering, ensuring a safe environment for all. The role will primarily focus on delivering engaging STEAM (science, technology, engineering, arts, maths) content, while also supporting the wider operation of the centre, including admissions, schools lunch provision and retail activity as required.

You will be expected to work flexibly across both on-site and off-site delivery, contributing to a seamless and high-quality visitor and outreach experience.

Work to a 7-day rota to ensure all front of house and outreach needs are met for the business. This includes weekends, evenings and bank holidays.

Outreach Responsibilities

Take full responsibility for the end-to-end delivery of outreach programmes, including planning, preparation, transport, set-up and pack-down of equipment.

Responsible for ensuring you reach venues with adequate time to set up and discuss learning objectives with teachers

Prepare and maintain outreach equipment, ensuring all materials are safe, complete, compliant and ready for delivery.

Liaise with internal stakeholders, including the Education Manager and Administrators, to coordinate delivery logistics and schedules.

Deliver outreach sessions at schools and community events, ensuring high standards of professionalism, safety and audience engagement at all times.

Collect and record outreach participation and evaluation data to support impact measurement and reporting.

Represent Techniquiest externally, acting as a professional ambassador for the organisation.

Driving and Logistics Responsibilities

Drive Techniquest vehicles to outreach locations in a safe and responsible manner.

Ensure all vehicle pre-use checks are completed prior to travel and report any issues promptly.

Load, transport and unload outreach equipment safely, ensuring compliance with manual handling and safety procedures.

Take responsibility for the care, security and appropriate use of vehicles and outreach equipment.

In-centre Presenter responsibilities

Deliver all in-house shows, planetariums, Lab workshops and additional activities to a high standard.

Plan, prepare and deliver engaging, interactive and audience-focused sessions that inspire curiosity and learning.

Support Presenter Coaches in setting up and breaking down new shows, workshops and activities in all in-house spaces.

Ensure all show, preparation and outreach spaces are safe, organised and presentation-ready at all times.

Prepare and handle chemical preparation in line with COSHH requirements, Risk Assessments and training.

Support the Presenter Coaches in ensuring all activity and engagement equipment across all areas is in good working order and that consumable stock levels are monitored.

Visitor Experience Responsibilities

Ensure that in-centre audiences receive the best possible experience, by providing engaging interaction and exceptional customer service.

Provide a professional, friendly and helpful contact point for schools, the general public and other audiences.

Proactively approach visitors to help them engage with activities and understand the core principles behind them.

Deliver busking activity on the exhibition floor, ensuring the space is kept presentable at all times.

Promote the gift aid scheme confidently and maximise secondary spend through appropriate upselling of products, experiences and memberships.

Monitor retail stock levels and report any buying requirements to the Admissions and Retail Manager.

General Responsibilities

To hold a thorough understanding of all relevant Risk Assessments before undertaking activity.

Take responsibility for the safe and effective use of specialist equipment and materials across both on-site and outreach delivery.

Keep up to date with the latest and topical scientific developments and news, embedding relevant content into programme delivery where appropriate.

Contribute ideas to the development and continuous improvement of shows, workshops and engagement activities.

Manage consumable levels and action activity resets across all areas of work.

Actively participate in training to deliver all required in-centre and Techniquest on Tour programmes.

Maintain a safe, clean and welcoming environment across the centre at all times.

Immediately report faulty exhibits and building issues to the Maintenance and Estates team.

In line with our high Health and Safety Standards, diligently report incidents and near misses.

Actively apply all safeguarding and Health & Safety requirements of the role into action.

Contribute to an inclusive environment where all visitors and outreach participants feel welcomed, respected and supported.

To always work within the Techniquest Values and Behaviours Framework and embrace our values of Inspiring, Igniting, Innovative, Inclusive and Intentional.

Carry out other duties as required.

This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Personal specifications

Education / Skills / Abilities	Essential	Desirable
GSCE Grade C or above in Maths and English, or experience relevant to the role.	✓	
First Aid at Work (or willing to work towards)		✓
Full, clean UK driving licence, own vehicle and willingness to travel regularly.	✓	
Hard-working and self-motivated	✓	
Effective presenting and communication skills for (and to) all audiences.	✓	
Confidence delivering presentations, demonstrations or facilitated sessions to groups.	✓	
Willingness to work with chemicals and laboratory-based activities in line with safety standards.	✓	
Ability to work flexibly as part of a team in a fast-paced, public-facing environment.	✓	

Good computer skills, especially with Microsoft office	✓	
Experience working within an operational team of a visitor attraction (desirable)		✓
Experience in cash handling (desirable)		✓
Effective presenting and communication skills for (and to) all audiences.	✓	
A degree in science, education or experience relevant to the role.	✓	
COSHH level 2 (or willing to work towards)		✓
Experience in delivering innovative and successful engagement programmes for schools and public audiences. (desirable)		✓
Experience delivering educational or engagement programmes for schools and/or public audiences.		✓
Ability to work independently and manage time effectively across multiple locations.	✓	
Experience in a customer service environment	✓	
Awareness of equality, diversity and inclusion principles in a customer-facing setting.	✓	
Experience in delivering innovative and successful engagement programmes for schools and public audiences (desirable)		✓
Ability to engage confidently with large groups and deliver informal learning experiences.	✓	
Collaborative approach, with the ability to work across functions	✓	
Fluent Welsh language skills / presenting.	✓	