



Job Application Pack

Lead Guardians

June 2022

We are looking for Lead Guardians to support the running of Dreamachine, presented by Collective Act in partnership with NI Science Festival. Dreamachine is a new immersive experience, as part of UNBOXED: Creativity in the UK.

UNBOXED: Creativity in the UK will take place across Northern Ireland, England, Scotland and Wales. It will deliver a programme of ground-breaking new commissions with the ambition of providing unforgettable experiences and reaching millions, bringing people together and promoting creativity across the UK. Ten creative projects have been selected following an extensive R&D programme and rigorous assessment process to form UNBOXED's commissioned programme.

Led by Chief Creative Officer, Martin Green CBE, a new organisation, UNBOXED 2022 Ltd, has been established in Birmingham to curate, manage and promote the festival; working with strategic delivery bodies within each nation to devise, deliver and commission the programme. This investment comes at a time of need for sectors impacted by the global pandemic and will support the creation of work and jobs.

July 13th and 14th in London and 20th and 21st in Belfast - Paid training days.

Availability for these days is essential.

First Aid Training Days - 18th July.

Friday 22 July - Sunday 4th September 2022 Shift work with an average of 30 hours per week to include some weekend and evening work.

Location: Carlisle Memorial Church, Belfast

Salary: £15.00 per hour, equating to £27,300 annual salary with full time hours. Travel expenses

will not be included.

Outline:

We are looking for a number of part-time and full-time Lead Guardians to join our Belfast team on a fixed-term basis. This is an exciting opportunity to play a pivotal role in a powerful new immersive experience that offers visitors an entirely new way of connecting with themselves, and each other. As Lead Guardian, you will have supervisory responsibility for a small team of Project Guardians. Guardians steward visitors through the experience, providing key information and care that maximises engagement in this new art experience. You will have day-to-day responsibility for the smooth running of Guardian operations, ensuring the delivery of the highest standards of visitor experience.

This role includes training. All Guardians must attend a training programme in Zone 4, London on 13th and 14th July for which you will be paid. The training will include Disability Awareness and mental health first aid, along with an introduction to the experience and the related spaces. You will also be required to complete a full day of First Aid Training which will take place in Belfast.

We are committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We value diversity in our practice. We encourage applications from all backgrounds and do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background.

Key Responsibilities:

- Inspire and motivate a small team of Guardians to perform at their best through coaching and role modelling
- Cultivate a culture of exceptional visitor care and support by modelling a consistently warm welcome
- Ensure all Project Guardians are attaining the required levels of time-keeping, attitude and behaviour. Report any issues and feedback to the Visitor Experience Manager, working together to decide on actions required
- Work collaboratively and proactively with the whole Front-of-House team to create a seamless visitor experience
- Assist in rota organisation, plan and deliver team briefings, and develop the knowledge/skills of staff

- Be welcoming to visitors throughout the experience and look for opportunities to engage them in the wider programme in an approachable, enthusiastic and professional manner
- Assist the front-of-house team with the visitor check-in process
- Support your team to introduce and guide visitors through the experience; this includes delivering briefings on the key safety messaging and the various experience zones
- Act as a champion for the experience, establishing a relaxed and safe environment that allows everyone to have the best and fullest experience possible
- Observe visitors during the experience, ensuring their comfort and safety
- Provide general information to visitors about the project and the building facilities
- Follow all health and safety, security and evacuation procedures; respond to incidents and emergencies in line with procedures, including acting as a project first aider and a fire warden
- Support project staff in resetting the experience zones throughout the day
- Raise any incidents relating to visitor experience and space maintenance as they arise, following agreed procedures for their resolution
- Assist and actively encourage visitors in using reflection tools to contribute to the project's research and legacy
- Lead on the writing and collating of information for short daily reports on visitors' experience and feedback
- Helping to maintain a positive, flexible and collaborative working culture
- Operating in accordance with company practices, policies and procedures including diversity and inclusion, safeguarding, employment, health and safety and equal opportunities
- Other duties as required

Access NI check

We aim to provide a safe environment for all our visitors and staff. As this role will require you to work closely with members of the public, including vulnerable adults, you would be required to apply for an Access NI check if you were offered the role. This is in line with our Safeguarding Policy and is a key requirement of this role.

Person Specification:

Essential

- A demonstrable commitment to delivering excellent visitor care - this can draw from experience from a range of sectors including arts, education, health, retail, hospitality, leisure or office environments
- Demonstrable experience in public-facing operations - this can draw from experience from a range of sectors including education, health, retail, hospitality, leisure or office environments
- Some supervisory, coaching and/or training experience
- Excellent, positive and friendly interpersonal and communication skills, and the ability to adapt approach according to differing needs, enabling good working relationships with those in your team and across the experience
- Some experience of following complaint handling procedures
- Experience of identifying risks and taking appropriate action. Knowledge of relevant Health and Safety procedures
- Knowledge of different access requirements and how to assist visitors
- Confidence in discussing new ideas; context and training on the themes raised in the project will be provided
- Demonstrable experience in taking the initiative, and the ability to pre-empt and support any visitor needs
- Strong collaborative skills with an ability to foster good working relationships in a small team and with a range of colleagues and stakeholders
- A commitment to, and understanding of, the principles of inclusion and diversity and how to apply them to your daily work

Desirable

- Interest in participatory art projects and experience of helping to facilitate complex public activities
- Good knowledge of Health and Safety, safeguarding and accessibility procedures
- Demonstrable experience of reviewing visitor and/or team feedback and using it to improve operations - this can draw from experience from a range of sectors including education, health, retail, hospitality, leisure, or office environments

To apply

Please email stephanie@nisciencefestival.com with 'Lead Guardian Application' in the subject line and submit a recent CV and a cover letter outlining your suitability to the role, with specific reference to the person specification. Please also complete an Equal Opportunities Monitoring

form alongside your application.

Equal Opportunities Monitoring form: [Link can be found here](#)

If you would like to discuss an alternative format for making an application please email stephanie@nisciencefestival.com.

Please state if you have a valid First Aid qualification.

Deadline: Applications will be considered on a rolling basis and we reserve the right to close applications early.

This candidate search is being conducted by NI Science Festival Ltd. We may share your application details with our recruitment and project management partners. Job applications and personal details for unsuccessful applicants will be deleted within six months of receipt.

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