



# **SCIENCE GALLERY LONDON**

## **GALLERY MEDIATOR JOB DESCRIPTION & PERSON SPECIFICATION**

### **Role Purpose**

Science Gallery Mediators are primarily employed to talk to visitors about our exhibitions, the topics explored in our themed seasons and to support our public events. Mediators are often the first and only point of contact for visitors in the Gallery and are our public face on the gallery floor so we need our Mediators to be able to initiate/ facilitate conversations and respond to all the thought provoking questions that a Science Gallery exhibition poses. Mediators also have a more general role in ensuring a warm, safe welcome and providing an outstanding experience for all our visitors. Mediating is a part time job but we ask all of our Mediators to commit to at least one season and a minimum of 10 hours per week.

### **Job Description**

#### **KNOWLEDGE**

- Develop in depth knowledge of and confidence to converse about the current season and exhibition. To enable this:
  - Read and digest Mediator Packs and other information about our seasons and related events and activities;
  - Attend mandatory mediator briefing sessions prior to the start of a season
  - Attend mandatory season specific training sessions facilitated by the Programming team.
  - Attend exhibition training sessions to meet curators, producers, artists and other collaborators to develop knowledge about the exhibition and artworks on display.

#### **COMMUNICATION**

- Lead visitor engagement and encourage visitors to interact with participative displays and activities in Science Gallery London exhibitions;
- Proactively initiate and facilitate conversations with visitors about exhibitions and artworks in the Gallery and the ideas and issues being explored in particular events and seasons as a whole;

#### **VISITOR EXPERIENCE**

- Observe the standards of service and presentation as set out in the Mediator Employment Expectations document and Mediator Handbook
- Represent Science Gallery positively and provide a friendly, accessible and welcoming point of contact for all our visitors;
- Carry out experiments and demonstrations taking place as part of the current exhibition or for season related events;
- Answer visitor questions, provide directions, assist with queue management at peak times and other front of house duties as required to support the Front of House team;
- Be punctual on the Gallery floor and ready to mediate at your start time, appropriately

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dressed/presented and wearing your Science Gallery t-shirt;

#### EVENTS

- Assist with the delivery of interactive maker workshops for young visitors;
- Assist with the staging and delivery of public events under the direction of the Programming team;
- Deliver guided tours of our exhibitions for visiting groups;

#### MISCELLANEOUS

- Contribute to season evaluation by providing critical reflections on exhibitions and public events and through visitor surveys;
- Comply with Science Gallery London's Health and Safety Procedures and following training, be able to undertake required duties as part of the Science Gallery emergency procedures.
- Bring to the attention of the Front of House Manager any issues relating to the health and safety of either employees or visitors.

### Person Specification

#### Essential

- An adaptable, flexible, and confident personality
- An enthusiasm for meeting/talking to and listening/learning from a wide range of people;
- Self-starting, while being able to work effectively in a team setting;
- A commitment to deliver a consistently excellent visitor experience;
- Excellent general communication skills, as well as excellent spoken English;
- A demonstrable interest in and engagement with the world around us, in particular in the arts, science, and design.

#### Desirable

- Subject specialist knowledge/interest in one or more scientific and artistic disciplines. For students, interests in subject areas beyond their degree discipline is welcome. Varied and wonderful combinations of interests and subject specialities are particularly desirable;
- Experience of working in a customer service environment;
- Some knowledge and understanding of King's College London and its teaching and research;
- Science Gallery London is committed to local engagement and connecting directly with the communities of Southwark and Lambeth, especially young adults. Therefore some knowledge of and affinity to the communities of Southwark and Lambeth is desirable
- Ability to converse with visitors in other languages as well as English.

### Equal opportunities

King's College London recognises that equality of opportunity and the recognition and promotion of diversity are integral to its academic and economic strengths. The following principles apply in respect of the university's commitment to equality and diversity:

- To provide and promote equality of opportunity in all areas of its work and activity;
- To recognise and develop the diversity of skills and talent within its current and potential community;

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- To ensure that all university members and prospective members are treated solely on the basis of their merits, abilities and potential without receiving any unjustified discrimination or unfavourable treatment on grounds such as age, disability, marital status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, trans status, socio-economic status or any other irrelevant distinction;
- To provide and promote a positive working, learning, and social environment which is free from prejudice, discrimination and any forms of harassment, bullying or victimisation;
- To foster good relations between individuals from different groups and tackle prejudice and promote understanding.

King's has been a member of the Athena SWAN Charter since 2007 and gained its Bronze institutional award in 2008. Our award was successfully renewed in September 2013 for a further three years. The Athena SWAN agenda forms part of a wider suite of diversity and inclusion work streams. Working with the Charter is helping King's to identify best practice for the working environment of all staff working in science disciplines.