

FRONT OFFICE PERSONNEL (EXPLAINER)

JOBSPUS PERMIT NUMBER: 410304
JOBSPUS VACANCY NUMBER: 359/25

Role

To motivate and inspire all visitors through the delivery of high-quality learning experiences, interactions and events at Esplora and outreach at schools and in communities.

Duties

1. To train and develop skills in science communication, inquiry-based learning and presentation to engage visitors using Esplora's exhibits, and to ensure that the Education Programme is delivered to the highest standards.
2. To ensure that all visitors (including school groups, community groups and the general public) find the content of the Education Programme and the Exhibition Galleries appealing, accessible and informative.
3. To facilitate the visitors' interaction with exhibits through inquiry-based learning techniques to encourage active prolonged engagement.
4. To ensure interactive exhibits and programme resources are clean and kept in good working order, any faults reported and any consumables stock replenished.
5. To direct the flow of visitors to optimise exhibition floor usage and prevent bottle necks.
6. To perform structured, pre-set science communication activities, events and outreach including: busking, storytelling, tours, talks, hands-on workshops; exhibition floor science demos, assisting in live science shows and operating planetarium shows when required.
7. To provide support and guidance for groups of people with a disability and/or older adults visiting Esplora to ensure their visit is enjoyable, welcoming and of educational benefit.
8. To attend continuing professional development sessions and team days as required.
9. To follow the daily logistics plan diligently for smooth operations and provide feedback to continue improving visitors' experience and optimal group scheduling.
10. To assist with Visitor Evaluation, as well as the research and development of activities such as exhibit trails.
11. To contribute to tasks required according to Public Programme of Events and seasonal business needs.
12. To contribute to the implementation of the Continuing Improvement Initiatives.
13. To safeguard personal health and safety and that of others and report any health and safety concerns to ensure set standards are maintained.
14. To ensure proactive compliance with Science Malta Policies & Procedures, including child protection, risk assessments and implementing safe systems of work.

To perform other job-related duties as assigned. The list is not exhaustive, and management may change or add tasks if and when required and according to the exigencies of Science Malta and its subsidiaries.

Requisites

Three (3) Level 3 (QRIC) passes (1,2,3,4,5), one of which must be in a science/STEM subject, or any one (1) qualification higher or any full qualification at MQF level 3 or higher and recognised by MFHEA (MQRIC if applicable) and preferably relevant experience in customer service and/or a hospitality environment and/or education. Fluent in both Maltese and English language. A qualification in Youth & Community, Hospitality, Education or Childcare will be considered an asset.

Working Conditions

This position is on an indefinite basis with a salary of €21,984 per annum and a yearly increment subject to good working performance.

- Career advancement opportunity
- Opportunity for external training sponsorship
- Free Gym membership
- Parking Facility
- Teambuilding activities

How to Apply

Interested applicants are to email their Europass CV and a copy of their academic certificates to recruitment.xjenzamalta@gov.mt, by not later than **cob Wednesday 7 May 2025**. If the qualification is not from the University of Malta or MCAST, candidates are being requested to provide the MQRIC certificate by **Friday 9 May 2025**. Proof of the MQRIC application is to be presented by closing date of applications. Late and/or incomplete applications will not be processed.

By applying for this position, you are agreeing to the data practices for the collection, use and disclosure of your Personal Information in accordance with the Xjenza Malta Privacy Policy [http:// xjenzamalta.gov.mt/our-privacy-policy/](http://xjenzamalta.gov.mt/our-privacy-policy/). You can withdraw your consent at any time by sending us an email through recruitment.xjenzamalta@gov.mt.