



**Dundee Industrial Heritage SCIO  
Discovery Point and Verdant Works**

**Job Description**

|                |   |                               |
|----------------|---|-------------------------------|
| Post Title     | : | Conference & Events Assistant |
| Terms          | : | Zero-hour contract            |
| Rate of pay :  | : | £12.60 per hour               |
| Department     | : | C&E Department                |
| Responsible to | : | Conference & Events Manager   |

**Background**

Dundee Heritage Trust runs two highly respected and vibrant museums – The Royal Research Ship Discovery/Discovery Point and Verdant Works. Both sites are fully accredited museums and have won numerous awards, both national and international, as well as being 5 star rated attractions with Visit Scotland. Both the polar and jute collections are Recognised Collections of National Significance.

**Job summary**

Discovery Point and Verdant Works are seeking a friendly and motivated Conference & Events Assistant to join our dynamic team. This role will involve providing exceptional customer service in our conference and events team, ensuring an outstanding experience for all our guests. The ideal candidate will have a passion for hospitality, a positive attitude, and the ability to work well in a team environment.

**Key Responsibilities:**

- Assist in the daily operations of events service within both Discovery Point and Verdant Works.
- Welcome and greet guests in a friendly and professional manner.
- Set up conference rooms properly, including moving tables and chairs, and ensuring all guest requests are met.
- Prepare and serve beverages, snacks, and meals according to established standards.
- Maintain cleanliness and organisation of the event spaces, kitchen, and service stations.
- Ensure compliance with health and safety regulations and food hygiene practices.
- Handle cash and electronic payments, balancing cash register at the end of shifts.
- Support with stock management, including inventory checks and replenishment of supplies.
- Assist in the setup and breakdown of areas for events and meetings as required.
- Work collaboratively with other team members to ensure excellent service and teamwork.

**Qualifications:**

- Previous experience in a food and beverage service role is preferred but not necessary; training will be provided.
- Strong communication and interpersonal skills, with a friendly and approachable demeanor.
- Ability to work flexible hours, including weekends and holidays as needed.
- Strong attention to detail and a commitment to providing exceptional customer service.
- Team player with a positive attitude and willingness to learn.

Dundee Heritage Trust embodies a **One Team Culture**.  
Our core organizational values are:

- Kindness: To work with compassion and understanding.
- Respect: To value all colleagues' professional knowledge and contributions.
- Trust: To trust and be supportive of colleagues
- Responsibility: To always operate in the best interests of the charity.
- Integrity: Towards each other, and from our partners and funders.
- Stewardship: To place visitors at the heart of the operation
- Diligence: To use resources effectively to care for and share our assets.
- Collaboration: To work as one team, encouraging ideas and sharing skills.

## **What we offer**

### **Pension**

The Government has introduced a new law which requires employers to enrol their workers into a workplace pension scheme automatically if they meet the required conditions. The National Employment Savings Trust (NEST) Pension Scheme.

### **Staff benefits**

- Discount on meals from Discovery & Verdant Works Café
- Discount on purchases from the Gift Shops at Discovery and Verdant Works
- Be part of an award-winning team!

This job description is a broad picture of the post at the date of preparation.

It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out other duties to the equivalent level that is necessary to fulfill the purpose of the post.

Completed April 2025

