



The
Fitzwilliam
Museum
CAMBRIDGE



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ARTS COUNCIL
ENGLAND

Communications Assistant

Salary: Grade 4
£26,942 – £30,805

Contract:
Permanent

Location:
Cambridge

Faculty / Department:
Fitzwilliam Museum

Responsible to: Leads for Internal and Corporate Communications and Media and External Communications

Working Pattern:
Full Time Monday - Friday



Purpose of the role

The Fitzwilliam Museum is the principal museum of the University of Cambridge and one of the world's leading university museums. With over half a million works of art and antiquities spanning many cultures and centuries, the Museum has an international reputation for excellence in research, conservation, exhibitions and learning. As well as circa 500,000 visitors who experience the Museum each year, we share our collection and programmes with a much wider audience than can physically visit through our touring exhibitions, loans, community engagement, digital content and research.

The Communications team sits within the Audiences and Brand directorate, which is responsible for growing the Museum's visibility, reach and engagement, increasing income, and building meaningful and impactful relationships both internally and externally. The directorate brings together a number of key functions, including audience insight, CRM, PR and media relations, internal communications, marketing, digital content, interpretation, membership and individual giving. The Communications Assistant is a new role within the directorate, providing important day-to-day coordination and delivery support across both internal communications and PR and media relations. The role works closely with the leads for internal and corporate communications and media and external communications, and a range of external stakeholders and partners including journalists, producers, film crews, artists and PR agencies. The postholder will provide administrative, operational and creative support to help ensure the smooth and effective delivery of all communications activity, and to deliver a professional and high-quality experience for colleagues, media and stakeholders.

The Communications Assistant coordinates and delivers a range of creative, administrative and operational activities to support the effective planning, development and delivery of internal communications and PR and media relations across the Museum.

Working with the lead for internal and corporate communications, the Communications Assistant supports the planning, development and delivery of internal communications, drafting and publishing content across channels such as the intranet, Teams, newsletters, staff briefings, digital screens and email updates. The role coordinates internal events, including all-staff meetings, Bitesizes and staff breakfasts, assisting with organisation, recording, editing and distribution. The role holder also maintains the internal communications calendar, manages the internal inbox, responds to queries and escalates issues where needed, researches and develops content ideas with teams across the Museum, and assists with monitoring and reporting on internal communications reach and impact using analytics, email reporting and event data.

Working with the lead for media and external relations and with the Museum's PR agency, the role holder manages media enquiries, escalating as required, and liaises with teams across the Museum to deliver informative and timely responses. They maintain press image banks, contact lists and content systems; support the organisation and delivery of media events, visits, press trips, photography and filming; distribute press packs; and monitor and share media coverage. The role also contributes to delivering the wider PR strategy, working with curatorial, research, public programmes and retail teams to identify opportunities, shape narratives and support media activity.

Main duties and responsibilities

1	Plan, write and publish internal and PR communications in line with strategies, and overseen by the leads of each area.
2	Provide administrative support for internal communications and PR. Maintain comms calendars, image banks, contact lists, content systems and ensure the intranet and press areas of the website remain accurate and up to date.
3	Organise internal communications and PR events. Book rooms, send out invites and directions, record, edit and share the recording of internal events. Assist in the organisation and delivery of press previews, visits and events, filming, photography and press trips, including managing logistics such as transport, catering and attendee coordination and liaising with teams across the Museum to enable smooth delivery.
4	Manage the Internal Communications and PR inboxes, responding to queries, gathering feedback and escalating issues as required and supplying information and assets.
5	Collect and collate data. Monitor and report on the reach and impact of internal communications through email open rates, event attendance, feedback and using tools such as Google Analytics. Monitor, collate and distribute Fitzwilliam and sector-related media coverage to stakeholders and organise coverage for internal reports.
6	Assist in monitoring resources eg, finance expenditure against budget. Raise purchase orders and log all internal communications and PR spend to ensure accurate budget tracking throughout the year.
7	Act as a point of contacts for comms enquiries. Represent the Audiences and Brand department on relevant internal and external working groups and panels, as required. Support the internal communications team by leading work internally to drive understanding of what we deliver and how to engage with us.
8	Carry out general administrative tasks as requested to support the wider Audiences and Brand team such as booking travel arrangements, arranging catering and posting materials.

Person Specification

Criteria	Essential	Desirable
Skills		
Excellent organisational and time management skills, with the ability to manage competing priorities, coordinate multiple activities and meet deadlines.	✓	
Strong interpersonal skills with the ability to build relationships quickly and work confidently with a range of people from colleagues to external media and stakeholders.	✓	
Clear, confident communication skills both written and verbal, with strong copywriting, content development and editing skills.	✓	
Creative flair, with the ability to contribute ideas for content development, campaigns and communications activity.	✓	
Strong attention to detail with an eye for design and photography, and a clear understanding of the role of visual presentation in communications.	✓	
Excellent IT literacy, with strong skills across MS Office (Word, Excel, PowerPoint, Outlook), and the ability to quickly learn new digital tools and systems.	✓	
Professional, discrete and able to handle sensitive information with confidentiality and discretion.	✓	
Adaptable, curious and proactive, with a willingness to take initiative, learn and respond to change.	✓	
Comfortable working both independently and as part of a team.	✓	
Interest in media, communications and the arts, with awareness of current media trends and the news cycle.	✓	
Experience		
Communications experience in a customer-facing environment.	✓	
Experience in copywriting and editing, producing content that is tailored to different audiences.	✓	
Experience working in a PR, media or internal communications role.		✓
Experience working in a museum, gallery, arts or heritage organisation.		✓
Experience using email newsletter tools and platforms such as WordFly or MailChimp.		✓
Experience using website content management systems such as WordPress.		✓
Experience planning, organising and supervising events.	✓	
Experience filming and editing digital content for events, meetings or communications, with an understanding of basic video editing tools and platforms.		✓
Experience working as part of a team.	✓	
Experience working in a fast-paced environment and managing multiple tasks and priorities effectively.	✓	
Qualifications		
Educated to A level/NVQ level 3 or equivalent level of practical experience.	✓	
Additional Requirements		
Ability and willingness to occasionally travel in the UK, and to occasionally work flexible hours depending on project and programme needs.	✓	

Our Working Together Agreement

The Fitzwilliam Museum is committed to fostering a positive workplace culture, and our Working Together Agreement was coproduced by staff to describe our desired ways of working together. We use these as a set of internal values, behaviours and professional expectations.

- People are our priority, and we look after each other
- We are friendly, considerate and kind to each other, in person and in writing
- We go out of our way to help each other
- We consider the impact of our actions and decisions
- We celebrate and value diversity
- We give and receive feedback with generosity
- We strive to be great at what we do
- We are interested in listening and learning from each other
- We respect and trust each other's diverse experience and expertise and make space for collaboration
- We spend time together face-to-face to build strong relationships
- We are open and transparent about our work
- We are open to change and growth
- We communicate with focus and purpose in a range of ways
- We set clear work boundaries, negotiate constructively and are accountable for our work and behaviour

The Fitzwilliam Museum



The Fitzwilliam Museum was founded in 1816 and opened to the public in 1848. Today, it houses over half a million artworks and objects, spanning over ten thousand years, principally from Europe, North Africa and Asia. The Museum has an international reputation for excellence in research, exhibitions, learning and public engagement. As well as being the principal museum of the University of Cambridge, the Fitzwilliam is one of the largest cultural providers in the region, welcoming over 500,000 visitors per year. It is also the lead partner of the University of Cambridge Museums (UCM), the Arts Council National Portfolio Organisation consortium of the University Museums and the Botanic Garden.

About the team....The Audiences and Brand team is responsible for building audiences, growing the Museum's visibility, reach and engagement, and cultivating relationships regionally, nationally and globally that are meaningful, relevant and impactful. The division encompasses a wide range of key functions including CRM, Audience Insight, PR, Marketing, Digital, Interpretation, Membership and Individual Giving and Internal and Corporate Communications.

Terms of Appointment

Tenure and probation

Appointment will be made on a permanent basis.

Appointments will be subject to satisfactory completion of a six month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, working Monday – Friday.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

General information

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

References - offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks:

This role requires a basic disclosure. Any offer of employment we make to you will be conditional upon the satisfactory completion of this/these check(s); whether an outcome is satisfactory will be determined by the University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:
Kp592@cam.ac.uk

If you have any queries regarding the application process please contact **hr@fitzmuseum.cam.ac.uk**

The closing date for applications: 7th September 2025

The interview date for the role: 25th & 26th September 2025