

Further Information

Visitor Services Assistant Team Leader (Part-Time, 0.8 FTE with some out-of-hours events and Bank Holidays, Fixed Term One Year)

The Fitzwilliam Museum



The
Fitzwilliam
Museum
CAMBRIDGE



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

GRADE	Grade 3
SALARY RANGE	£20,600-£23,487 pro rata
STAFF GROUP	Assistant

Background

The Fitzwilliam Museum has an international reputation for excellence in research, exhibitions, education programming and public engagement, all built around its outstanding collection. As the principal museum of the University of Cambridge and the largest cultural venue in the region, welcoming between 350,000 and 500,000 visitors a year, it fulfils its function as a crucial bridge between the University, the city and the rest of the world.

Founded in 1816 by the bequest of Richard, 7th Viscount Fitzwilliam, the Museum's historic and modern buildings house over half a million works of art and material culture, spanning centuries and cultures, including: antiquities and applied arts; coins and medals; paintings, drawings, prints; Manuscripts books; and Applied Arts. The Museum's painting conservation centre, the Hamilton Kerr Institute (HKI) is one of the world's leading institutions for teaching and research in this area.

Today, the Fitzwilliam is one of the world's leading university museums, committed to collaborative, inclusive and innovative practice, acting as a bridge between the University and its communities. With over 200 staff and 100 volunteers, the Fitzwilliam is the lead partner in the University of Cambridge Museums (UCM) consortium, which brings together all eight University of Cambridge museums and the Botanic Garden.

In line with the Fitzwilliam Museum Mission adopted in December 2019, the Museum is committed to developing its work and reputation as a great public asset and an extraordinary scholarly resource within the University, the region and the world. The Museum is entering a new era, having recently welcomed a new team of Deputy Directors with a shared commitment to engage powerfully with as wide a public as possible, producing and presenting compelling interdisciplinary collections-based research. Over the next year, it will be going through a period of transformational change, making this an exciting time to be joining the Museum.

Role Purpose

This role designed to support the Visitor Services Team Leaders in their management of 55 members Front of House team through Front of House presence and administrative assistance. To support the development and wellbeing of the Front of House team. This will involve working as part of a small office team where there will occasionally be a requirement to cover absence and work independently

The University particularly encourages candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy.

Key Responsibilities

1. Provide Front of House support by completing regular gallery walk-throughs, responding to calls for support or cover and escalating any issues to Team Leaders/Security/Duty Managers as necessary.
2. Maintain and update staff log sheets and spreadsheets to ensure all information is accurate and relevant to ensure accurate overview of the team and awareness of individual needs
3. Accurately and fairly process annual leave, sickness and other absence requests, liaising with Team Leaders and HR if necessary
4. Lead the Front of House team during out-of-hours events (shared between Team Leaders and Assistant Team Leaders), liaising with colleagues in Events, Development and Operations
5. Create daily rosters, maintain and update roster templates to ensure the safe opening of the museum
6. Support Box Office team through administration of Box Office email inbox, processing returns and diverting requests, liaising with Box Office, Development and UCM teams as necessary.
7. Assist with communication and training needs, ensuring that any mandatory training is up to date and that all relevant staff-wide communication is circulated to all.
8. Be a positive, supportive and compassionate presence to the Front of House team, fostering an environment of inclusion, professionalism and pride in our work as the face of the museum
9. Show a commitment to University values of Equality and Diversity in all work and keep up to date with relevant training and examples of best practice from other Arts & Heritage venues
10. Complete the administration of checklists - reporting back information to relevant departments and processing daily checklists. Ensure good stocks of relevant paper forms are available to the team.

Person Profile

This section details the knowledge, skills and experience we require for the role.

Education & qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Up to date completion of University Equality and Diversity Essentials (provided on commencement)
Specialist knowledge & skills	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent communication and relationship-building skills • Excellent professionalism, neutrality and ability to be discrete when handling sensitive/personal information • Ability to adapt quickly and practically in times of rapid change • Ability to remain calm under pressure and manage competing demands effectively • Ability to work as part of a team and independently • Excellent IT literacy - this role involves use of MS Office suite, MS Teams, Google suite, Tessitura and will require quick learning of new IT skills
Relevant experience	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of working as part of a team • Experience working in a customer/visitor facing role • Knowledge of health and safety/safe working practices/evacuation procedures in a visitor attraction setting <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of supervising a team desirable
Additional requirements	<p>Essential:</p> <ul style="list-style-type: none"> • An understanding of structural frameworks/ different departmental responsibilities in a museum or other cultural heritage setting • Willingness to undertake First Aid and Mental Health First Aid training if required <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of Customer Relationship Management software/ticketing software is desirable, but training will be provided

Terms and Conditions

Location	The Fitzwilliam Museum
Working pattern	4 days per week: 08:30 – 17:00 Tuesday, Wednesday, Saturday and 10:30-17:00 Sunday, with some out-of-hours events and Bank Holidays needed
Hours of work	0.8 FTE (29.2 hours per week)
Length of appointment	Fixed term: One year contract
Probation period	3 months
Annual leave	In the full University year, 36 working days pro rata, including Public Holidays.
Pension eligibility	Cambridge University Assistants' Contributory Pension Scheme (CPS) Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: http://www.pensions.admin.cam.ac.uk/ .
Retirement age	There is no retirement date for unestablished academic-related staff
Closing date	Friday 20 th May 2022
Expected date for interview	Thursday 26 th May 2022
How to apply	To submit an application for this vacancy, please click on the link in the 'Apply online' button on the advert published on the University's Job Opportunities pages http://www.jobs.cam.ac.uk . This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form. Any queries should be directed by email to hr@fitzmuseum.cam.ac.uk or by telephone on 01223 764357.

Screening Check Requirements

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. If you need further information, you may find the Right to Work page within the 'Applying for a job' section of the University's Job Opportunities pages helpful (please see <http://www.jobs.cam.ac.uk/right/have/>).

This role requires an Enhanced Disclosure and Barring Service (DBS) Check and a security check. 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.

General Information

The University of Cambridge

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 £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 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 students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now 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.

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.

There is much more information about the University at <http://www.cam.ac.uk/univ/works/index.html> which we hope you will find helpful.

The University of Cambridge Museums (UCM)

The University of Cambridge Museums is a consortium of the eight University Museums and the Cambridge University Botanic Garden, which works in partnership with other Cambridge University collections as well as with museums and other partners regionally, nationally and internationally.

The University's collections are a world-class resource for researchers, students and members of the public representing the country's highest concentration of internationally important collections, all within walking distance of the City Centre.

Through a collaborative, audience-facing approach, UCM programmes focus on unlocking the University's collections, and the research activities which underpin them, for a larger and more diverse audience and through sector support and partnership.

The UCM NPO programme for 2018-22 will be delivered by:

- The Fitzwilliam Museum
- The Museum of Archaeology and Anthropology
- The Sedgwick Museum of Earth Sciences
- The Museum of Zoology
- The Whipple Museum of the History of Science
- The Polar Museum, Scott Polar Research Institute
- Museum of Classical Archaeology
- Cambridge University Botanic Garden

Kettle's Yard and the University Library are associate partners, and part of the wider UCM Steering Group.

The UCM Programme and Team are based at the Fitzwilliam Museum, which is the lead partner for the UCM NPO funding and represents the UCM at the National Museums Directors Council. The Fitzwilliam Museum provide management and financial oversight and administrative support for the UCM programme.

The Fitzwilliam Museum

The Fitzwilliam Museum was founded in 1816 by the bequest of Richard, Viscount Fitzwilliam, an eighteenth-century collector whose gift to the University included funding for the original building on Trumpington Street which opened to the public in 1848. Since then the Museum and its collection have continued to grow, thanks to generations of benefactors. Today, it houses over half a million works of art and antiquities spanning centuries and civilisations and has an international reputation for excellence in research, exhibitions and education programmes. The Fitzwilliam Museum's collection were awarded designated status by the Arts Council England in 1997. The Hamilton Kerr Institute (HKI) at Whittlesford is a department of the Museum.

The Fitzwilliam is the lead for the University of Cambridge Museums (UCM) partnership, one of 12 museum services across England in the Arts Council's National Portfolio at Band 3 (Band 3 National Portfolio Organisations (NPOs) are those in receipt of over £1 million of Arts Council NPO funding per annum), with a responsibility for sector leadership and support. The Fitzwilliam is also the recipient of the second largest investment made by Research England's Museums, Galleries and Collections Fund.

The Museum welcomes over 400,000 visitors a year. In addition to its function as the principal museum of the University, the Fitzwilliam offers a wide range of education and information services for the general public and provides the principal museum service to Cambridgeshire and neighbouring counties. It also provides the wider HE community with unparalleled research access to the collection through its study rooms and reference library. In more recent years, research undertaken by staff at the Museum and the University's departments has given rise to exhibitions, loans, publications and conferences. The Museum's extensive online resources are used by a world-wide audience of scholars, teachers and learners. Its last major capital extension was the £12 million Courtyard Development which was completed in 2004. Since 2015, the Museum has been working with University Estates Management and the architects MUMA on a Masterplan for the Museum, which has been approved in principle by the University's Capital Project Group and Planning and Resources Committee. It is envisaged that the Masterplan will be delivered in four phases over 10 to 15 years, subject to funding.

The Museum is a Non-School Institution of the University. It is overseen by the Fitzwilliam Museum Syndicate, a statutory body which reports to the University General Board. The Museum's Director is a member of the General Board's Museum Committee and the Cambridge Museums Steering Group which both bring together all eight museums and the Botanic Garden.

There are currently five divisions within the Museum, each headed by an Assistant Director reporting to the Director. Operations combines the operational functions of the museum: finance, HR, facilities, visitor experience, digital and IT. Engagement & Partnerships includes communications, public programmes and learning. Conservation includes the Hamilton Kerr Institute (which has its own Director who reports to the Museum Director) at Whittlesford, as well as in-house provision. Collections & Research includes the five curatorial departments of the museum together with the Exhibitions and Registrars' department. In addition, the Museum Development Office and the Managing Director of Fitzwilliam Museum Enterprises report directly to the Director. In all there are approximately 200 members of staff and over 100 volunteers. In 2016-17 the Museum's turnover was approximately

£16.6 million, of which £1.44 million was from HEFCE's Museums, Galleries and Collections Fund and £1.46 million was from the Arts Council.

For more information on the Fitzwilliam Museum, please visit <http://www.fitzmuseum.cam.ac.uk>

What the University can offer you

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.

CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs.

A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

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 emergency family care support via My Family Care. In addition, our Ofsted rated 'outstanding' workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. 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.

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. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose.

The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

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. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website www.nwcambridge.co.uk

The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme <https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme> provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Equality & diversity

The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here:

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

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. 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.

Information if you have a Disability

The University welcomes applications from individuals with disabilities and 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.jobs.cam.ac.uk/applying/disability/>.

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.

If you prefer to discuss any special arrangements connected with a disability, please contact, Sarah Hurst, who is responsible for recruitment to this position, on 01223 474840 or by email recruitment@fitzmuseum.cam.ac.uk . Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via hrenquiries@admin.cam.ac.uk.