

Further Information

Internal Communications Coordinator (0.6FTE)(1yr FTC)

Fitzwilliam Museum



The
Fitzwilliam
Museum
CAMBRIDGE



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

GRADE	G6
SALARY RANGE	£29,614 - £35,326 (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; and manuscripts books. 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, and is an important connection 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's 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 an audience as possible, producing and presenting compelling interdisciplinary collections-based research, exhibitions, and programmes. Over the next year, it will be going through a period of transformational change, making this an exciting time to be joining the Fitzwilliam.

Role Purpose

We are looking for a confident and creative internal communications professional to deliver and guide effective and engaging internal communications across the Fitzwilliam Museum.

The Internal Communications Coordinator is a 12-month role (with the possibility of extension), in the Communications and External Relations Department.

The Internal Communications Coordinator will lead the design, coordination, and delivery of the Museum's internal communications; from transformation and employee engagement projects to managing our intranet and #FitzMatters e-newsletter content and communities.

Using both current and innovative approaches, you'll provide tactical internal communications to engage our teams and ensure that messages are delivered in the most effective way to the people who need to hear them.

Working in close collaboration with the Head of Communications and External Relations, the Museum Director and Deputy Director, Operations and operating cross functionally, you'll be skilled at building relationships, managing multiple projects, and offering advice to leads on internal communications, from crisis comms to longer-term programmes of work.

This is an influential and visible role which has the principles of collaboration, consultation, creativity and agility, combined with highly organised, rigorous and disciplined project management skills, at its heart.

The role holder will work to establish positive and collaborative relationships with both internal and external colleagues and stakeholders of different backgrounds, supporting and learning from other team members and working with diplomacy and integrity at all times.

Key Responsibilities

1. Communications Strategy

- Develop, lead and coordinate the internal communications strategy and plan for the organisation.
- Review and evaluate the strategy to adapt to the changing needs of the Museum and its projects.
- Assist in the development of internal branding, developing and managing templates and structures for internal documentation and communication.

2. Internal Communications

- Design, co-ordinate and deliver content for the Museum's internal communications channels including the #FitzMatters e-newsletter and the intranet.
- Use both current and innovative approaches to provide tactical internal communications to engage our teams and ensure that messages are delivered in the most effective way to the people who need to hear them.

3. Relationship Management

- Build strong working relationships across departments and with the communications teams in the University.
- Ensure project related communications activities are co-ordinated, and regularly delivered to internal and external stakeholders.

4. Reputation Management

- Work flexibly as required to support the internal communication response to reputational issues and crisis situations, helping our teams feel informed and valued.
- Help identify and act on contentious issues and take responsibility for protecting the Museum's reputation.

5. Corporate Communications

- Support with compiling corporate documents including the Annual Review and Director's Reports.

Person Profile

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

Education & qualifications	<ul style="list-style-type: none"> • Educated to degree level/Level 6 vocational qualification or equivalent level of practical experience.
Specialist knowledge & skills	<ul style="list-style-type: none"> • Knowledge of how internal communications operate across all platforms. • Working knowledge and experience of different internal communications methods including leadership, print, broadcast and digital. • Understand how to create and deliver compelling and engaging internal communications for different audiences. • Excellent planning and organisational skills.
Interpersonal & communication skills	<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to build effective relationships with internal and external stakeholders at all levels. • Excellent writing, editorial and presentation skills. • Able to identify, craft and deliver key messages and information in succinct and engaging ways. • Full of energy and passion for delivering brilliant communications, with a positive 'can-do' attitude. • Able to provide critical feedback and handle sensitive issues when needed.
Relevant experience	<ul style="list-style-type: none"> • Experience working in a communications role. • Experience of providing support and advice to a wide range of stakeholders, including senior management. • Proven track record for communicating complex information to a diverse audience. • Strong track record for delivering multi-channel content.
Additional requirements	<ul style="list-style-type: none"> • Ability to manage own workload and prioritise to meet multiple deadlines, forward plan and manage several tasks effectively.

Terms and Conditions

Location	The Fitzwilliam Museum
Working pattern	TBA Monday – Friday
Hours of work	21.9 hours per week
Length of appointment	1 year
Probation period	6 months
Annual leave	In the full University year, 36 working days (pro-rata), including Public Holidays and periods when the Museum is closed (24-26 and 31 December; 1 January; Good Friday)
Pension eligibility	Cambridge University Assistants' Contributory Pension Scheme (CPS)/NOW: Pension Scheme
Retirement age	The university does not operate a retirement age for assistant staff
Closing date	Midnight on Tuesday 31 May 2022
Expected date for interview	Wednesday 8 th June 2022
How to apply	<p>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.</p> <p>Any queries should be directed by email to recruitment@fitzmuseum.cam.ac.uk</p>

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 a basic 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 four divisions within the Museum, each headed by an Deputy Director reporting to the Director. Operations combines the operational functions of the museum (finance, HR, facilities, Digital and IT). Engagement & Partnerships includes public engagement (communications, public programmes and learning) and visitor experience. 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 comprises 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.

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.

The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

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, Marina Aldridge, who is responsible for recruitment to this position, 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.