



The
 Fitzwilliam
 Museum
 CAMBRIDGE



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

Security Assistant (0.5 FTE or 1 FTE)

Salary: Grade 3

£24,685 - £27,319 plus 2.5% interim uplift

Contract:

Fixed Term

Location:

Cambridge

Faculty / Department:

Fitzwilliam Museum

Responsible to:

Head of Security

Working Pattern:

0.5 FTE or 1 FTE/18.25 or 36.5 hours per week, Monday – Sunday, between the hours

Purpose of the role

The purpose of the Security Assistant role is to assist the Head of Security in maintaining a high standard of security for the Museum, its exhibits and staff and visitors, including contractors. They provide a first line response to emergencies requiring them constantly to monitor alarm systems, including leak detection, case alarms, fire alarms and personal assistance alarms as well as CCTV relayed to the security offices or control room. They also provide security escorts for objects, visitors and contractors and cover in galleries when unattended

The role holder is also available to offer help and guidance to Museum visitors offering the highest standards of customer service and a professional welcome to the Museum.



	Key Responsibilities
1	Fully unlock the Museum and gallery doors, raising window shutters each morning and closing blinds as necessary. Check galleries for suspicious activity or missing objects, reporting to the Head of Security/Duty Manager if necessary.
2	Check galleries and adjacent grounds are clear of visitors before locking Museum and gallery doors and lowering shutters each evening. Once all Museum based colleagues have informed the security team they have left the museum, complete a lock down of the Museum, setting internal alarms and external perimeter protection. Check Grove Lodge and Grove Cottage and inform colleagues still working in those areas that the Museum and Museum grounds are locked and alarmed.
3	On a daily basis open and lower blinds in the Museum. Staff and control the doors to the Museum, welcome visitors, Patrolling the Museum paying particular attention to blind spots in some galleries.
4	Carry out bag searches in the event of a security alarm or if suspicions are aroused. Restrict visitor numbers in a gallery if numbers present a security or safety risk to the collection, visitors or staff. Close gallery for security reasons e.g. unlocked display cabinet.
5	Control entry of unbooked groups of visitors, giving preference to booked groups when the Museum is busy. Supervise large groups of visitors, including noisy and active school parties, some non-English speaking.
6	Operate security equipment, including CCTV, leak detection, case alarms, fire alarms and personal assistance alarms in accordance with agreed procedures taking independent decision to raise the alarm if necessary. Be fully conversant with emergency procedures and relevant actions in case of emergency or incident. Be aware of relevant legislation such as Prevent and Protect
7	Take responsibility in the event of an emergency for control and assistance of visitors in the role holder's area, together with carrying out a security check before leaving the area and issuing an all clear signal.
8	Report to the Head of Facilities Management or Head of Security, any unusual sounds or smells (e.g. burning) and make judgement as to the immediate action to be taken to safeguard the visitors and the collection. Report environmental changes such as humidity, temperature, flooding, leaking pipes within the galleries.
9	Ensure departmental visitors and contractors are issued with photo ID passes and that all entries are recorded and information is backed up on computer. Ensure records are kept of all keys issued and returned by contractors. Inspect contractors' vehicles, tool boxes, bags, etc as required. Ensure passes are shredded after they have been returned.
10	Control and monitor car parking onsite including authorising requests through the online booking system. Resolve any issues with car parking for contractors, staff and visitors to ensure maximum use of space.
11	Distribute equipment such as keys and radios to colleagues requiring them on a daily basis and monitor non object related deliveries to the museum and individuals onsite
12	Check and act upon emails which have been sent to Security Team and forward on to relevant colleagues if necessary. Undertake other ad hoc duties as appropriate.

Person Specification

Criteria	Essential	Desirable
Education		
Educated to A-level standard/level 3 or an equivalent level of practical experience.	✓	
SIA Licence or the ability to hold one (Training will be offered)	✓	
SIA CCTV Licence		✓
Skills		
Possess the skills necessary to recognise, anticipate and prevent difficult situations arising and follow procedures correctly in stressful circumstances.	✓	
Ability to communicate with visitors to the Museum, patience, diplomacy.	✓	
Courtesy and calmness are key to defusing difficult situations.	✓	
Ability to handle difficult situations, showing leadership qualities in emergencies.	✓	
The ability to follow and give instructions reliably and pay close attention to detail.	✓	
Excellent communication skills	✓	
Competent in the use of Microsoft Office	✓	
Experience		
Experience in security work	✓	
Experience in a customer or public facing environment	✓	
Additional Requirements		
Flexible approach to working patterns, including evenings and weekends on a regular basis.	✓	

The Fitzwilliam Museum Working Together Agreement

Communication and Openness



We communicate with focus and purpose in a range of ways

We are open and transparent about our work

We are open to change and growth

We give and receive feedback with generosity

Kindness and Support



We celebrate and value diversity

We are friendly, considerate and kind to each other, in person and in writing

We go out of our way to help each other

People are our priority, and we look after each other

Collaboration



We spend time together face-to-face to build strong relationships

We respect and trust each other's diverse experience and expertise and make space for collaboration

We are interested in listening and learning from each other

Accountability and Responsibility



We strive to be great at what we do

We set clear work boundaries, negotiate constructively and are accountable for our work and behaviour

We consider the impact of our actions and decisions

Security Team Charter

1.1 “Museum security doesn’t happen in a vacuum. It should be embedded in a museum’s mission, policies, procedures, activities and planning” Arts Council 2024.

1.2 This charter is intended to provide a short, user-friendly framework that will help all staff at the Museum to understand the role of the Security Team, and if followed, it should help us to achieve our Empowering Culture ambition statement of being a ‘vibrant, inclusive and welcoming space’.

Security is everybody’s responsibility.

2.1 Museum security in today’s age is multi layered and complex and requires the entire Museum staff body to understand their own role in maintaining a safe environment for themselves, visitors and the collection.. Adhering and respecting the role of security and the Security Team within the Museum will ultimately provide a more secure and inclusive environment for all.

2.2 Within the Museum, security is co-ordinated by a small team of trained staff members with multiple roles, this team is led by the Head of Security – Phil Wheeler [link to Org Chart Security Team](#)

2.3 The Security Team (ST) provides an active security presence throughout the Museum, providing reassurance that safety of staff, visitors, the collection and the building and all contractors working in the Museum are considered at all times. The ST strive to provide the highest standards of customer services when interacting with the public, ensuring that all interactions with visitors are courteous and professional.

2.4 Interactions between all museum colleagues will be considerate, kind and respectful, striving to demonstrate our Working Together Agreement. [Link to our Working Together Agreement](#)

Key responsibilities

3.1 The ST key responsibilities are broad, and include locking and unlocking responsibilities including managing alarm systems, security protocols including managing equipment and deliveries, Museum patrolling (including events), incident reaction , and carrying out emergency protocols. ST team members hold multiple SIA licences (Security Industry Authority), are trained CCTV operators, trained First Aiders and hold Civil Aviation Authority accreditation. ST also play a key role in assisting the Visitor Experience Team.

For further information about the individual roles of the ST please do speak to individual ST members or Phil Wheeler.

Respect

3.2 The ST recognise the pressure on all staff working in a world leading Museum. Increased pressure can produce barriers to good communication, and poor communication can put increased pressure on the security of our collection, staff and visitors.

The ST **respect** and **value** working in the Museum -

“Maintaining security is vital and allows the world to be opened up to us and the public through incredible objects”.

“We value working in a unique and beautiful building with staff who have an incredible knowledge about the Collection”.

Expectations

4. 1 The ST strive to work in a respectful manner at all times by communicating with **courtesy** and **calmness** and carrying out their duties in a dignified and **diplomatic** way. The ST also strive to be approachable and accessible to all staff and visitors.

If you do not feel that members of the ST are behaving in this way, there are a number of ways in which you can communicate this;

- If you feel able to, the ST would welcome in the first instance that you communicate your concerns with them directly with the aim of resolving any issues promptly.
- Alternatively, *please contact Phil Wheeler, Head of Security or Ruth Queen, Head of HR who will be able to discuss how to take any issues forward*

4. 2 There may be instances when the Museum is under threat or in an emergency and the ST will need to act promptly. The ST will always act with respect to staff and visitors but communication may be more direct when there is need for staff or visitors to take immediate action. It is hoped that museum staff understand the need for occasional direct communication.

4. 3 All staff are expected to adhere to the following security processes which are all designed in different ways to keep staff, visitors the collections and building safe;

- Signing in and out at the security suite
- Complying with protocols and processes in relation to radio distribution and operation
- Letting the ST know when you've left the building.
- Informing the ST by 5pm the previous evening, when you have meetings, events, or visitors
- Informing the ST with any requests you may have with good lead-in time
- Recognising that asking the ST to act to support you with an urgent task will have knock on effects on their workload.

4. 5 It's recognised that some of the measures above may feel burdensome or at times unnecessary but nevertheless they form part of the Fitz's security measures for good reason and failing to adhere to processes may lead to undervaluing the importance of security and the ST at the Museum .

Inclusion

5.1 The ST are a diverse front line team who are very rarely able to meet as a whole team due to rota restrictions. They are also unable to attend all-staff briefings live, nevertheless the ST are a key team within the Museum who are essential to its smooth running and benefit from being **kept in the loop** about various initiatives, projects and news. They manage this through a number of ways including watching pre-recorded meetings, supervision or ad hoc conversations with museum staff.

5.2 A well informed ST who are actively respected and show respect will ultimately provide a safer and more inclusive environment for all.

This Charter should be read in conjunction with all up-to-date Standard Operating Procedures (SOPs) and the Fitz's Working Together Agreement. This Charter will be regularly reviewed and updated in consultation with the ST.

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 450,000 visitors a 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 Security Team

The Security Team provides an active security presence throughout the Museum, providing reassurance that safety of the collection, the building and the staff or contractors working in the museum are considered at all times. Security colleagues provide the highest standards of customer services when interacting with the public, ensuring that all interactions with visitors or colleagues is courteous and professional.

The Museum houses over half a million works of art and antiquities spanning centuries and civilisations and displays them in 23 galleries. There are also stores, offices, education rooms, studios and conservation laboratories across six buildings in Cambridge, all of which require constant inspection and regular maintenance. All parts of the main Museum building are Grade 1 listed and must meet stringent government indemnity and insurance standards for the security, care and display of works of art, particularly in relation to security, building maintenance and environmental conditions.

Terms of Appointment

Tenure and probation

The appointments will be made on a permanent basis. Appointments will be subject to satisfactory completion of a three-month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 18.25 hours or 36.5 hours per week, working between Monday – Sunday, between the hours of 08:00 – 20:00 (exact days/times to be by rota - will be discussed with the successful candidate).

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.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

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

Screening Checks:

This role requires an enhanced Disclosure and Barring Service (DBS) Check and Children and Adult barred list check. Any offer of employment we make to you will be conditional upon the satisfactory completion of these checks whether an outcome is satisfactory will be determined by the University. The nature of this role means that the successful candidate will also need to undergo a health assessment.

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.

Working Conditions

Office/museum based, but will also be expected on occasion if needed to visit other sites/ locations which present a risk to the individuals safety. Follows documented processes to reduce risks to self or others.

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.

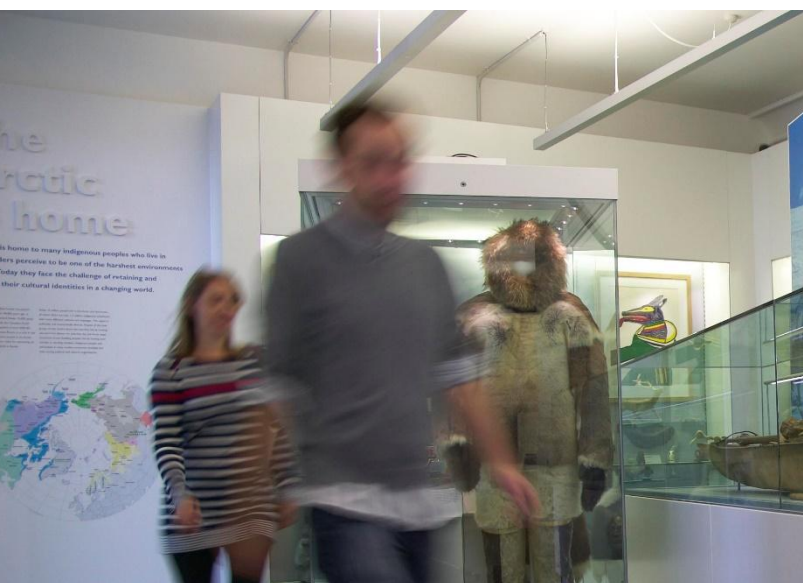
The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic 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.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



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:
Phil Wheeler, Head of Security
Email: paw42@cam.ac.uk

If you have any queries regarding the application process please contact HR@Fitzmuseum.cam.ac.uk

The closing date for applications: Sunday 22nd March 2026
(midnight)

The interview date for the role: Week commencing 2nd March 2026



UNIVERSITY OF
CAMBRIDGE