



The  
 Fitzwilliam  
 Museum  
 CAMBRIDGE



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**ARTS COUNCIL  
ENGLAND**



# Visitor Experience Host

**Salary: Grade 3**

£24,344 - £26,942 (£19,475.20  
- £21,553.60 pro-rata)

**Contract:**

Permanent

**Location:**

Cambridge

**Faculty / Department:**

Fitzwilliam Museum

**Responsible to:**

Visitor Experience Coordinator

**Working Pattern:**

Part Time - 29.5 hours per week,  
5 days per week, Monday-  
Sunday

**Purpose of the role**

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,

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 part of the University of Cambridge Museums (UCM) consortium, which brings together all eight University of Cambridge museums and the Botanic Garden.

As a visitor experience host at the Fitzwilliam Museum, you will strive to deliver a world-class visitor experience by engaging fully with our guests and telling the stories of our collection and exhibitions in line with the Museum's mission, strategic framework, priorities and plan. As well as delivering exceptional customer service you will also be responsible for the safety of our visitors and collection, adhering to all standard operating procedures and emergency plans. You will champion the museum and our visitors at all times and personify the principles of our Visitor Experience charter.

You will provide a world-class visitor experience to all our guests and to embody the core values of The Fitzwilliam Museum: we are inclusive, thoughtful, distinctive, welcoming, rigorous, challenging, unexpected, uplifting and entertaining.

## Main duties and responsibilities

1	<p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>To offer a consistent warm welcome to all visitors of the Museum; greeting them on arrival, actively assisting with wayfinding. To give information about the galleries, collections, exhibitions, online collections, events, memberships, donation points and other services available, acting as gallery hosts throughout the complete visit journey and ensuring they have gotten the most out of their visit on departure.</li> <li>Undertake out of hours 'event shifts' on a voluntary basis which will be paid as additional hours (overtime rates of pay applicable beyond 36.5 hours worked in any given week) and adhere to agreed terms and conditions.</li> <li>To ensure visitor feedback is noted and relayed to the Assistant Team Leaders, Visitor Experience Coordinators, Box office Co-ordinator and Head of Visitor Experience and other colleagues as appropriate. Dealing with any visitor complaints as per the Visitor Experience complaints procedure.</li> <li>To adhere to the Visitor Experience Charter ensuring key visitor interaction markers are achieved in all staffing positions throughout the Museum.</li> <li>Assist all visitors in accordance with The Fitzwilliam Museum's Equality, Diversity and Inclusion Policy, anticipating the needs wherever possible for every visitor.</li> <li>Escort large groups according to the guidelines for each exhibition and be able to give a brief introduction of the exhibition to groups of visitors.</li> <li>Working at outside welcome points, directing visitors according to their needs and monitoring queues and visitor flow at entry points during busy periods.</li> <li>To attend general training sessions, including gallery tours by the curators prior to the opening of each exhibition as arranged.</li> <li>To read printed material supplied to become familiar with the current exhibitions, future exhibitions and the history of The Fitzwilliam Museum in support of the training sessions.</li> <li>To keep up to date with general visitor information about Cambridge and the surrounding area, including the other University of Cambridge Museums, other visitor attractions, transport etc.</li> </ul>
2	<p><b>Safety and Security of the collection and visitors:</b></p> <ul style="list-style-type: none"> <li>To follow all relevant Standard Operating Procedure guidelines and be familiar with our Emergency Planning Procedures to ensure you are adequately informed and prepared and for any incidents that may occur whilst on shift, escalating concerns when/where applicable.</li> <li>To demonstrate a duty of care for our visitors and the collection by ensuring that public areas are safe, clean, tidy and accessible at all times (this will involve some light cleaning duties whilst on shift)</li> <li>To be mobile and proactive in approaching visitors throughout your shift and to cover the space in which you are working without adopting a stationary position. This will involve long periods of standing/walking.</li> </ul>
3	<p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>Daily spot cleaning of designated areas within galleries and the Museum when needed.</li> <li>Attend Collections Care training sessions when requested to maintain up to date knowledge of cleaning processes and how to identify the need for more specialist cleaning from the Conservation Collections Care team</li> </ul>
4	<p><b>Other Duties:</b></p> <ul style="list-style-type: none"> <li>Escort contractors on site in areas closed to the public.</li> <li>Undertake other reasonable management requests appropriate to the grade of the post from VE (Visitor Experience) Coordinator, Head of VE or other senior member of staff.</li> </ul>

# Person Specification

Criteria	Essential	Desirable
<b>Skills</b>		
Good numeracy and literacy skills	✓	
Excellent verbal and written communication skills and a professional standard of personal presentation.	✓	
A high degree of tact and diplomacy.	✓	
Strong team working skills, able to work to shared objectives and procedures.	✓	
A practical 'can do' approach focused on finding solutions	✓	
Self-motivated and receptive to change, new skills and experiences	✓	
Conversant in language/s other than English, including BSL (British Sign Language).		✓
I.T. Literacy.		✓
<b>Experience</b>		
Current, demonstrable experience ideally gained in a museum, arts & heritage, tourism, hospitality, or retail setting of providing excellent customer service to the public, preferably face-to-face, with an ability to interact confidently with and engage a diverse range of users.	✓	
Experience and understanding of relevant Health and Safety requirements and working to standard operating procedures.	✓	
Demonstrable experience of assisting in emergency situations within a similar environment.	✓	
<b>Qualifications</b>		
Vocational training and qualifications, or equivalent experience, in leisure, tourism and hospitality and/or customer service.	✓	
Education and qualifications in subject areas relevant to the museum and its collections—e.g., social history, cultural studies, art history, heritage or equivalent.		✓
<b>Additional Requirements</b>		
Punctuality and reliability.	✓	
Interest in and commitment to the work of the Fitzwilliam Museum and participation in the promotion of the Museum generally.	✓	

# 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 Visitor Experience team

The Visitor Experience team strives to deliver a world-class visitor experience to all our guests and embody the core values of The Fitzwilliam Museum: we are inclusive, thoughtful, distinctive, welcoming, rigorous, challenging, unexpected, uplifting, and entertaining.



# Terms of Appointment

## Tenure and probation

Appointment 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 29.5 hours per week, working a rota five days per week, Tuesday – Sunday, typically including 6.5 hours Saturday and 5.5 hours Sunday.

## 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/](http://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.

offer of employment we make to you will be conditional upon you gaining it.

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](http://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 Jo Barrett, Visitor Experience Manager, at [jcb95@cam.ac.uk](mailto:jcb95@cam.ac.uk)

If you have any queries regarding the application process please contact [hr@fitzmuseum.cam.ac.uk](mailto:hr@fitzmuseum.cam.ac.uk)

The closing date for applications: 28<sup>th</sup> July 2025

The interview date for the role: 13<sup>th</sup> August 2025



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