



Museum of Cambridge

Job Title	Volunteering and Operations Officer
Hours per week	15 (0.4 FTE)
Responsible to	Director
Responsible for	Front of House and Tour Guide volunteers
Contract	This is a fixed-term contract until 31 st of March 2027.
Salary	£27,318 per annum pro-rated to £10,927. (0.4 FTE)

The Museum of Cambridge is the independent social history museum of Cambridge dedicated to exploring the stories and histories of Cambridgeshire.

We are looking for a Volunteering and Operations Officer who understands the value and importance of working with volunteers to deliver great experiences. The ideal candidate will be passionate about people, with a keen eye for detail and for creating the best visitor experience for our visitors. You will be a great volunteer manager and have experience working in day-to-day operations. You'll share your passion for history by encouraging visitors to make the most of their visit, and supporting general museum operations like volunteer recruitment, venue hire, tours and group visits.

The Volunteering and Operations Officer will ensure that visitors to the Museum and other parts of the building feel welcome. You will act as a regular key holder on weekends, and during the week. This role will:

- Recruit, train and support our visitor experience volunteers (Front of House and Tour Guides)
- Support wider museum operations through ordering, routine health and safety checks
- Act as a Duty Manager on weekends, welcoming visitors, responding to enquiries as part of a Duty Management team

You will support volunteers to deliver the highest-quality visitor experience by providing training, positive and informative communications, and helping with the implementation of new ways of working. You will have excellent communication skills, have very good knowledge of using volunteer



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management software, have a high standard of visitor experience, and have experience working in administration.

How to Apply:

Please email with the subject line: “VOO Application” a C.V and cover Letter (2 sides of A4 max), to alex.smaridge@museumofcambridge.org.uk by **Wednesday the 21st of April at 5pm**. Interviews will take place on the 1st of March.

Role Breakdown

- Volunteer Management 50%
- Duty Management and Daily Operations 50%

Job Description

Volunteer Management

1. Support the Museum’s team of 40+ volunteers who welcome visitors, support with collections, run weekly tours and do much more for the Museum.

This will include but is not limited to:

- Being the main contact for questions, rota support and operational needs through weekly communication and 121 catch-ups.
 - Managing the Museum rota, ensuring the Museum opens with volunteer support.
 - Using BetterImpact to view volunteer activities, update rotas, and step volunteers through training processes, ensuring the database is maintained.
 - Actively checking in with volunteers to support and motivate them to welcome visitors, collect gift aid and provide great service.
 - Positive and energetic contact for volunteers
2. Recruit and train incoming front of house and tour guide volunteers with all the information they need to provide high-quality welcome and great tours. This involves meeting new volunteers, checking references, providing training and supporting them on their volunteering journey.



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3. Provide opportunities for volunteer development and socials by supporting group training and seasonal socials.

Duty Management and Daily Operations

4. Act as Duty Manager and key holder two days a week, on Friday and Saturday. Responsible for monitoring and reporting on health and safety, safeguarding and general operations.

This will include but is not limited to:

- Opening and closing the Museum.
 - Reconciling a till, reporting and cash handling.
 - Setting up and stewarding venue bookings.
 - Greeting and welcoming large groups and ensuring their enjoyable visit.
 - Maintaining a clean, welcoming shop, visitor reception and small courtyard.
 - Working with other Duty Manager colleagues to ensure consistent opening standards.
 - Ensure shop stock is reordered, tidy, well presented and engaging for the public
5. Ensure the Museum is well presented for visitors (including the shop), ensuring high-quality visitor experience.
 6. Perform routine health and safety inspections.
 7. Work under the direction of the Director to support the onsite operations of the Museum.
 8. Ensure the shop is well stocked through routine orders.
 9. Respond to Museum enquiries.

Additional Responsibilities

10. Any other duties that can be reasonably required and are compatible with the nature of this job description.
11. Potential out of hours and evening hire cover and additional weekend support.

Person Specification



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Skills and abilities		How will this be assessed?
Coordination and strategic thinking	You will be able to work in partnership with colleagues to deliver and feed into organisational strategies.	Application Interview
	You will be able to monitor and evaluate progress against Key Performance Indicators.	Application
Communication and Working Style	You will have excellent interpersonal skills and be able to work with people with different working and communication styles.	Application Interview
	You will be a self-starter, able to work independently and support others to work independently.	Application
	You will be able to manage your time well across a range of competing priorities.	Interview
	You will have excellent written and verbal communication skills and be able to write, present and communicate for varying platforms and audiences.	Application Interview
Volunteer Management	You will be able to coordinate and deliver on the recruitment, training and supervision of volunteers.	Application Interview
	You will have good knowledge of best practice in volunteer management.	Application Interview
	You will be able to motivate, support and encourage volunteer to use their skills in support of the museum.	Interview
Operations	You will be able to follow health and safety and safeguarding in the Museum and offsite, undertaking risk assessments with the supervision of colleagues	Application Interview



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	You will be able to provide excellent customer service for visitors, clients and guests to the museum.	Application Interview
	You will be able to carry out routine and sometimes repetitive tasks consistently to a high level of detail.	Application Interview
	You will be confident using E-POS tills, Microsoft Office, Excel, and databases.	Application Interview
	You will be able to maintain high standards of visitor experience at all times, and support volunteers to do the same.	Application Interview
	You will be familiar and confident in providing room booking services to a range of clients.	Application Interview
Local History	You will have a love of local history and ensure communities are empowered to share and access their local heritage.	Application
Data Protection	You will have a commitment to confidentiality and the sound management of highly sensitive data.	Application
Equality, Diversity and Inclusion	You will have a commitment to best practice in Equality, Diversity and Inclusion and ensure the Museum is a welcoming and inclusive space for all.	Application
Health, Safety and Safeguarding	As with all our staff, you will be committed to ensuring our visitors, volunteers, staff and trustees are all kept safe, with the ability to manage health and safety and safeguarding risks in a museum setting.	Application Interview
Working Patterns and Conditions	You will be required to work one weekend day (Saturday) each week. You may be required to attend work out of hours for which you will receive time in lieu (TOIL).	Application Interview
	You will be prepared to undertake lone working when required, as agreed with your line manager.	Application



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Further Information

Contract and Flexible Working

This is a fixed-term contract for six months from commencement. We may be able to provide flexible working arrangements. This role will require working alone, and evening and regular weekend working.

Any appointment will be subject to pre-employment checks, including references and right to work in the UK.

Annual Leave

You will be entitled to 28 days of annual leave inclusive of bank holidays, pro-rated to your contract hours and from your start date.

Location and Facilities

This role is based on-site at the Museum of Cambridge, two days a week. Our office space is located next to the Museum itself, just north of the river close to Cambridge's historic city center, with excellent public transport links and local amenities.

You will be offered four unlimited friends and family passes to visit the Museum for the duration of your employment so you can bring your loved ones to visit the Museum as many times as you like. You'll also get free entry plus a guest to all our in-person and virtual events, as well as a discount in our shop.

Training

You'll have access to training and development opportunities with Museum Development South East, Cambridge Council for Voluntary Services and The National Council for Voluntary Organisations, and plenty of opportunities to network with peers in the local charitable, arts and cultural sectors.

About The Museum of Cambridge



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The Museum of Cambridge is an independent Charity and Company limited by guarantee, number 412205. Our Museum is one of only a handful of independent museums in the city of Cambridge to operate as a registered charity, number 311309.

The Museum of Cambridge is a Living Wage Accredited Employer and an Accredited Museum.

The Museum of Cambridge is a unique institution that tells the social history of Cambridge and the surrounding region. Set in the Grade II-listed 17th-Century White Horse Inn, on the important Roman street from castle to river to university, the Museum has told the fascinating stories of local people since it ceased trading as a pub in 1936. You can find the Giant's Boot, see the prize belt of the long-distance champion of the world, examine witches' bottles, and discover the real Muffin Man. Under the curatorship of Enid Porter, from 1947-1976, the Museum pioneered oral history, recording the rich history, customs, stories and beliefs of the everyday people of Cambridge, a tradition the Museum preserves today, especially in our work with communities across the region.

Find out more by going to www.museumofcambridge.org.uk.