

Front of House Assistant

maa
museum of
and archaeology
anthropology

Closing Date: 26 June 2025
Job Reference: JU46234



Front of House Assistant

Salary:

£24,344 - £26,942 per annum pro-rata

Contract:

Part-time- 25.55 hours per week

Location:

Cambridge City Centre

Faculty / Department:

Museum of Archaeology & Anthropology

Responsible to:

Visitor Services Manager

Working Pattern:

25.5 hours per week (core hours to include at least one weekend day)

Purpose of the role

MAA is seeking to appoint an enthusiastic, friendly part-time Front of House Assistant to work 25.55 hours a week including one day at the weekend.

Front of House Assistants provide a visible presence in the Museum and support the Visitor Services Manager and Shop Supervisor in supervising access to the Museum by the general public and members of the University.

Front of House Assistants are based at the front desk and during public opening present a welcoming face to visitors, dealing with enquiries both in person and by telephone. It is essential that they have the confidence and self-assurance to deal effectively with any security and safety issues which may arise.

When supervising the exhibition galleries the Front of House Assistants are responsible for the health and safety of visitors and for safeguarding the Museum collections.

Responsibilities in relation to the shop include handling cash transactions through a touchscreen EPoS system, which can include cash reconciliation at the end of the day, and for keeping shop displays well-presented and re-stocked.

Other duties include: receiving deliveries to the Museum; taking group bookings; assisting with the collection and return of loans boxes; helping with recording visitor numbers; assisting with evacuating visitors in the event of an emergency; plus any other duties consistent with the responsibility of the post as required by the Visitor Services

Manager and other senior members of Museum staff.

Front of House Assistants oversee a team of FOH volunteers and, especially at weekends, may be required to deputise for the Visitor Services Manager and/or Visitor Services Assistant/Shop Supervisor when they assume sole responsibility for the health and safety of visitors and for the security of the Museum collections, for ensuring that there is sufficient staff cover in the Museum galleries, and for securing the Museum at the end of the day.

The Museum is closed on Mondays but is a 7-days per week operation and frequently hosts events outside its core hours. Regular weekend working and the flexibility to work evenings and occasional bank holidays is essential.

Key responsibilities

- Welcoming and supervising Museum Visitors and answering enquiries from members of the public, visiting academics, students, etc., in person or by telephone, in a professional and service-led manner.
- Coordinate group bookings.
- Supervising a team of front of house volunteers.
- Maintaining security in the Museum galleries with regard to the safety of visitors and the security of objects.
- Securing and locking up the Museum at the end of the day, especially at weekends.
- Museum shop: sales, customer enquiries, keeping displays tidy and secure. Occasional cashing up at the end of the day.
- Assisting with outreach activities and public events, including some evening work.
- It is hoped that the Front of House Assistants will be willing to undertake first aid training.



Person Specification

Criteria	Essential	Desirable
Experience		
Experience in dealing with members of the public in a guiding and/or supervisory capacity an advantage.	✓	
Retail experience an advantage.		✓
Skills		
Basic numeracy and literacy.		✓
Customer service skills		✓
Familiarity with modern retail practices and expectations an advantage, ideally with EPoS experience.		✓
Computer skills.	✓	
Punctuality, reliability and the ability to communicate effectively	✓	
The confidence and self-assurance to be able to work alone	✓	
A willingness to take responsibility for areas such as security and safety	✓	
Qualifications		
No formal educational qualifications are required though education to GCSE level or equivalent is a distinct advantage	✓	
Additional Requirements		
An interest in archaeology and anthropology is desirable but no specific knowledge is expected	✓	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement. Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	B
Communication	A
Innovation and Change	C
Negotiating and Influencing	C
People Development	D
Relationship Building	A
Strategic Focus	B

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



The Museum of Archaeology & Anthropology

The Museum of Archaeology & Anthropology (MAA) is one of the most important collections of its kind in the UK. The collections in our care span nearly 2 million years of human history and prehistory, and all inhabited continents, from the archaeology of the Cambridge region to ancient Egypt, and ethnographic artefacts and photographs from Papua New Guinea to the Arctic.

MAA is part of a consortium of eight University of Cambridge Museums and the Botanic Garden (UCM). It is a sub-department of the Department of Social Anthropology and is a key resource for teaching and research, particularly in partnership with the departments of Social Anthropology and Archaeology.

The collections are Designated for their national and international importance, and attract visitors from across the world. We maintain a programme of temporary exhibitions and loans to major exhibitions within the UK and internationally. For information about MAA's staff, collections and programmes see www.maa.cam.ac.uk.

The collections are extraordinarily diverse, materially and culturally as well as in terms of size and fragility. They represent the cultural heritage, history and creative spirit of peoples in Africa, the Americas, Asia, Oceania and Europe including the UK, covering the earliest periods of human prehistory to the work of contemporary artists, scholars and activists.

We also hold one of the UK's most extensive collections of global textile and costume, substantial Roman sculptures, fragile plaster casts and boats from across the world among many others. They have cultural significance to communities locally and around the world, as well as important research value, and MAA is committed to addressing and exploring their histories, making them available to the widest possible audience. The collections can be searched through MAA's online public catalogue at www.collections.maa.cam.ac.uk.

MAA works closely with research partners in the University and beyond, including institutions, communities, artists and practitioners across the world. Current and future projects include collaborative research focusing on West Africa, East, Southeast and South Asia, tracing of the material and intellectual legacies of enslavement across the University and a continuation of the UCM Bridging Binaries tours, which highlight non-normative gender and sexual identities through a range of LGBTQ+ related objects.



University of Cambridge Museums

University of Cambridge Museums (UCM) is a consortium of eight University Museums, including the Museum of Archaeology and Anthropology, and the Cambridge University Botanic Garden. Together, we represent the UK's highest concentration of internationally important collections outside London. With more than five million works of art, artefacts and specimens, the collections span 4 and a half billion years.

The University's collections are a world-class resource for researchers, students and members of the public. The Museums and Garden exist for all. We open up the University's cutting-edge research and marvellous objects for everyone to learn from and enjoy.

We are: the Museum of Archaeology and Anthropology, Cambridge University Botanic Garden, Museum of Classical Archaeology, the Fitzwilliam Museum, Kettle's Yard, the Polar Museum, the Sedgwick Museum of Earth Sciences and the Museum of Zoology. More information about each museum, its collections and activities as well as the work of the University of Cambridge Museums can be found at www.museums.cam.ac.uk.



We work closely with the University's other collections including the University Library, Colleges and Departments, as well as local and national partners. We are proud to be members of the national University Museums Group and Cambridge Arts and Cultural Leaders.

The Change Makers Action Group (CMAG) is a democratic group of colleagues from across UCM whose aim is to drive diversity and representation within the organization and our audiences. They encourage and create better understanding and representation at every level of our organisations and ultimately make the museums and Botanic Garden more relevant spaces for all people.



Since 2012, the consortium has been funded by a generous grant from Arts Council England. Our aim is to enable more people to engage with our collections, expertise and research.



Terms of Appointment

Tenure and probation

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

Hours of Work and Working Pattern

25.55 hours per week (averaged over a two-week period due to variations in day lengths) working 3 days between Tuesday – Friday, with core hours to include at least one day at the weekend. The Museum is a 7-day operation and regular weekend work and the flexibility to work evenings and occasional bank holidays is essential.

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.

General information

Pre-employment checks

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 a basic disclosure standard 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 checks; whether an outcome is satisfactory will be determined by the University.

Equality and Diversity

MAA and the University of Cambridge Museums are committed to inclusion and diversity within our institutions and across the sector, and we

particularly welcome applications from Black, Asian and Minority Ethnic candidates as they are under-represented within the Museum and 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.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Museum Manager, who is responsible for recruitment to this position.

The University

The University of Cambridge is consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.



The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – “to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence” – has never been more relevant.



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.

“Through its outstanding education, research and innovation, the University of Cambridge has made – and continues to make – a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff committed to supporting and enhancing the University's mission to contribute to society.”

*Professor Deborah Prentice,
Vice Chancellor 2023*



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 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.

The University offers 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 their 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 continues to redevelop its historic city centre sites demonstrating a clear determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality, Diversity and Inclusion

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

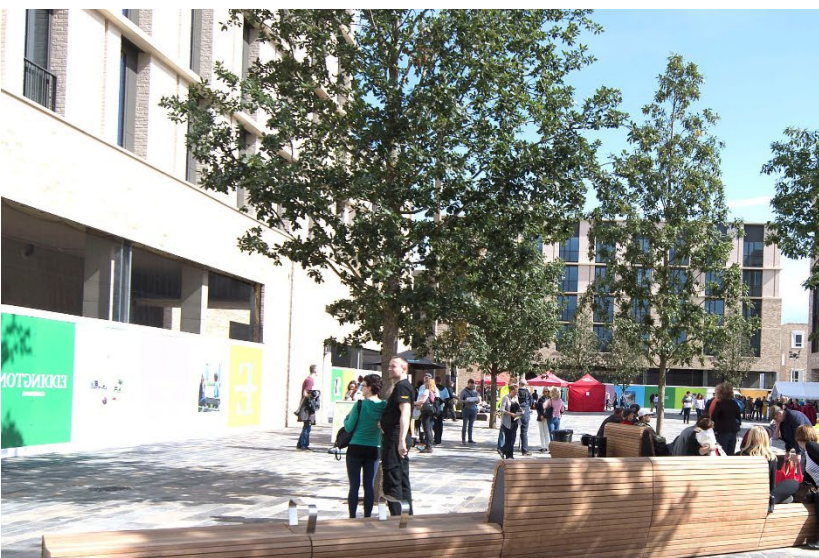
The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure 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

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 26 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 are 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 (<https://www.nvs.admin.cam.ac.uk/>) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.

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 role enquiries are welcomed and should be directed to:

Kate Phizacklea. **Email:** kp392@cam.ac.uk

If you have any queries regarding the application process, please contact:

Faculty HR at hr@hsps.cam.ac.uk.

Please quote reference JU46234 on your application and in any correspondence about this vacancy.

The closing date for applications is: Thursday 26 June 2025.

Interviews will be held in person on: Friday 11 July 2025.

