



Visitor Experience Assistant (P/T for 9 months)

Vacancy Reference: WMVEA1

Come join our team at the Whipple Museum! We require two friendly, enthusiastic members of staff to welcome and help visitors on Saturdays, with potential weekday shifts also available. Experience in a front-facing museum role or other customer service role is essential, as well as a passion for the Whipple Museum's unique collection. The Visitor Experience Assistants will be well-supported and trained by the experienced Operations Team.

About the Museum

The Whipple Museum of the History of Science is based in the Department of History and Philosophy of Science and is a centre for object-based research and teaching. We receive over 26,000 visitors a year and have experienced a dramatic increase in footfall over the past two years.

The Museum's mission is to use its collections to share, challenge, and explore stories from the history of science. We aim to inspire both children and adults to engage with science and give people a richer understanding of knowledge as a product of diverse cultures. We present aspects of the history of science that are surprising or under-represented.

The Whipple's collections have been Designated as internationally significant by Arts Council England.

The role

Due to our recent growth, the Whipple Museum now has the capacity to open at the weekends, and we are excited to offer candidates the opportunity to be part of something new. We aim to increase visitor footfall to 40,000 a year by 2029 with Saturday opening being a key part of this aspiration.

The Museum has invested in a new shop, with much-improved stock, and we have recently refurbished our Learning Gallery to be more family- and child-friendly. In the next 18 months, we will be refurbishing two more galleries and launching an expanded exhibition programme. All these improvements will showcase one of the most intensively researched history of science collections in the world. We would like our visitor welcome to be similarly world-class.

Working alongside the duty manager, the Visitor Experience Assistants will be responsible for helping visitors with orientation and general queries, as well as basic security and safety, shop sales, and encouraging donations.

Role description

Providing a warm and inclusive welcome for visitors. (40%)

Welcome visitors to the museum, answer general queries. Help orientate visitors and assist them in locating resources. Provide short introduction to groups as required.

Help keep visitors and objects safe (30%)

Ensure visitors experience a safe environment and that objects on open display are kept safe. Monitor CCTV and physically check smaller galleries as required. Liaise with duty manager and back-of-house staff as issues arise.

Care for the gallery environment (10%)

Follow museum opening and closing procedures; ensure that displays, labels, interactives and resources are in good order; conduct light cleaning of gallery spaces. Report any out-of-date resources. Report any problem with the fabric of building.

Supervise volunteers (10%)

Ensure museum volunteers know their duties and support them as required.

Shop and donations management (5%)

Maintain small shop area in Main Gallery, processing sales, monitoring and replenishing stock, handling money and preparing sales and donation cash for banking. Encourage donations where appropriate.

Visitor evaluation (5%)

Record visitor numbers. Perform qualitative visitor evaluation when required.

Person specification

Please demonstrate how you meet the following criteria in your application:

Criteria	Description	Essential or Desirable
Experience	<ul style="list-style-type: none"> • Experience in working and interacting in a diverse team and with a range of people, e.g. staff, visitors, volunteers, students, members of the University • Demonstrable experience of following instructions accurately • Experience of prioritising own workload as the role is not continuously supervised. • Experience in customer or visitor services 	D E E E
Skills	<ul style="list-style-type: none"> • Competent in standard software packages e.g. Word, Excel and Outlook. • Competent in Drupal, and social media platforms, or ability to learn • Excellent organisational skills and an ability to prioritise own workload • Excellent communication skills • Diplomatic, discreet, respectful, positive and professional manner displayed in all interactions 	E D E E E
Qualifications	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent standard/NVQ level 3 or equivalent level of practical experience 	E
Additional requirements	<ul style="list-style-type: none"> • Ability to work weekends • Interest in the work of the Whipple Museum. • Commitment to equality, diversity and inclusion, and to environmental responsibility. 	E E E

Practical details

Pay: £13.45 per hour

Hours: Saturdays, 9:30am to 5.30pm, with an hour for lunch (unpaid). There will be an opportunity for a regular extra shift on a Friday.

Dates: 25th July 2026 to 23rd April 2027 (9-month assignment)

Location: On site at the Whipple Museum

Candidates must be eligible to work in the UK and willing to be registered with the University's Temporary Employment Service for the duration of the assignment. Successful candidates will need to complete a security screening.

For any enquiries, please email Steve Kruse, Operations Manager, on sjk52@cam.ac.uk.

Apply

To apply, please complete parts 1 and 3 of the CHRIS6 cover sheet (<http://www.hr.admin.cam.ac.uk/forms/chris6-cover-sheet-cvs>) and send along with your CV and a short cover letter to sjk52@cam.ac.uk by 5pm on 19th June 2026. Please save your CV and cover letter as a single PDF.

Interviews will take place on Friday 10th July.