



Role: Delivery Administrator

Reporting to: Head of Programmes and Delivery

Location: Cambridge

Employment: Full-time

Salary: £22,500

Start Date: March 2024

Apply to: jobs@cambridgesciencecentre.org

Cambridge Science Centre is looking for an enthusiastic and detail-focussed person to join our Delivery Team and be part of delivering high-quality, hands-on science, technology, engineering and maths (STEM) engagements to schools and communities. This role will provide the underpinning administration to provide excellent service to our customers and partners and support our team of science communicators.

Cambridge Science Centre

Cambridge Science Centre (CSC) envisions a future where every child, and, by extension, everyone, enjoys, explores, and shapes the world through science, technology, engineering, and maths (STEM). We use hands-on, fun, and accurate engagements to impact people's emotional and skill-based relationship with STEM and the broader world, and to encourage consideration of actions that individuals can take, support, and influence. We strive to be a part of the communities that we are serving by listening to their wants and needs and delivering STEM engagement in a manner that makes it accessible and effective. We use our core suite of show, workshop, drop-in activity, and exhibit formats to craft meaningful engagements for the diverse communities across the East of England.

CSC is currently focusing on an outreach model – we go to schools and communities to deliver in their spaces. This takes various formats from one-day events or school visits to multi-month pop-up science centres in community venues that can host schools, community groups and free-exploration days. Across our formats, we work with a variety of ages from 0 to 14 years old and engage the adults in these young people's lives. We also work with the incredible array of STEM-related organisations in Cambridge and across the region to enhance our content via their input, guest appearances at our events and volunteering opportunities. In addition, we are actively exploring the opportunities for a permanent location in Cambridge that will allow us to offer deeper engagement opportunities to complement and enhance our outreach work.

CSC is an independent educational charity (Registered Charity No. 1146349. Find out more at www.cambridgesciencecentre.org.

Delivery Administrator Role

The Delivery Administrator role will provide the critical administration to power CSC's engagements. The role is based at our Cambridge office ([Clifton Road, CB1 7ED](#)) and will work with the Head of Programmes and Delivery to ensure the smooth running of the Delivery Team. The Delivery Administrator will maintain and grow relationships with schools and communities (including the processing of bookings and promoting opportunities) and provide, receive and action information for the Science Communicators.

The role will act as a central point for administration associated with the science communicator team including, but not limited to, promoting/selling of general and specific opportunities to schools and communities, processing school and community bookings, monitoring procedures and handling day-to-day administration of science communicator activity (including staffing rota), and supporting with business-as-normal and project work.

Duties:

- Promote/Sell general and specific opportunities to schools and communities
- Process school and community bookings
- Provide day-to-day administration for the Science Communicators (including staff rota and daily paperwork such as check sheets)
- Support business-as-usual and project work
- Contribute to inter-departmental information sharing and collaboration
- Support a positive team and organisation environment by being considerate and respectful to others
- Provide a high-quality visitor experience to all audiences
- Gather and provide feedback as required by our Evaluation programme
- Maintain a clean, tidy, and safe work areas
- Achieve agreed KPIs for various engagement types

Required Skills and Qualifications:

- Strong customer service skills
- Detail focussed
- Experience of sales
- Excellent communication skills
- An ability to organise your own time and prioritise tasks, as well as to adapt to changing priorities and to respond quickly to requests
- A passion for supporting young people and the adults in their lives
- Strong teamwork skills
- Be an advocate for accessibility
- Achieve a satisfactory DBS check

It would be advantageous if you can also bring the following to the role:

- Experience of working with schools and teachers

- Good knowledge of UK school systems and STEM curricula
- A passion for science, technology, engineering and maths
- Level 2 or equivalent qualifications in a STEM subject

Details:

- The role is office-based at CSC's Head Office on [Clifton Road, Cambridge, CB1 7ED](#)
- Working-from-home flexibility can be provided based on the understanding the role is office-based
- Working hours are 9 am-5 pm (including a 30-minute unpaid lunch break)
- Parking and bike storage are available on-site

Benefits include:

- 25 days annual leave + bank holidays
- Support with mental health in partnership with BetterHelp

Recruitment Process and Timeline:

Submit a Cover Letter explaining why you wish to join CSC as the Delivery Administrator and what you will bring to the role, and a CV to jobs@cambridgesciencecentre.org.

In-person and online interviews are available

Interviews will be held on a rolling basis

Start Date: from March 2024