



Director of Operations and Engagement

Role: Director of Operations and Engagement

Location: Cambridge Science Centre, 44 Clifton Road, CB1 7ED

Reports to: CEO

Contract Type: Permanent, Full Time

Salary: £60,000-70,000 per annum, plus performance related bonus

Cambridge Science Centre

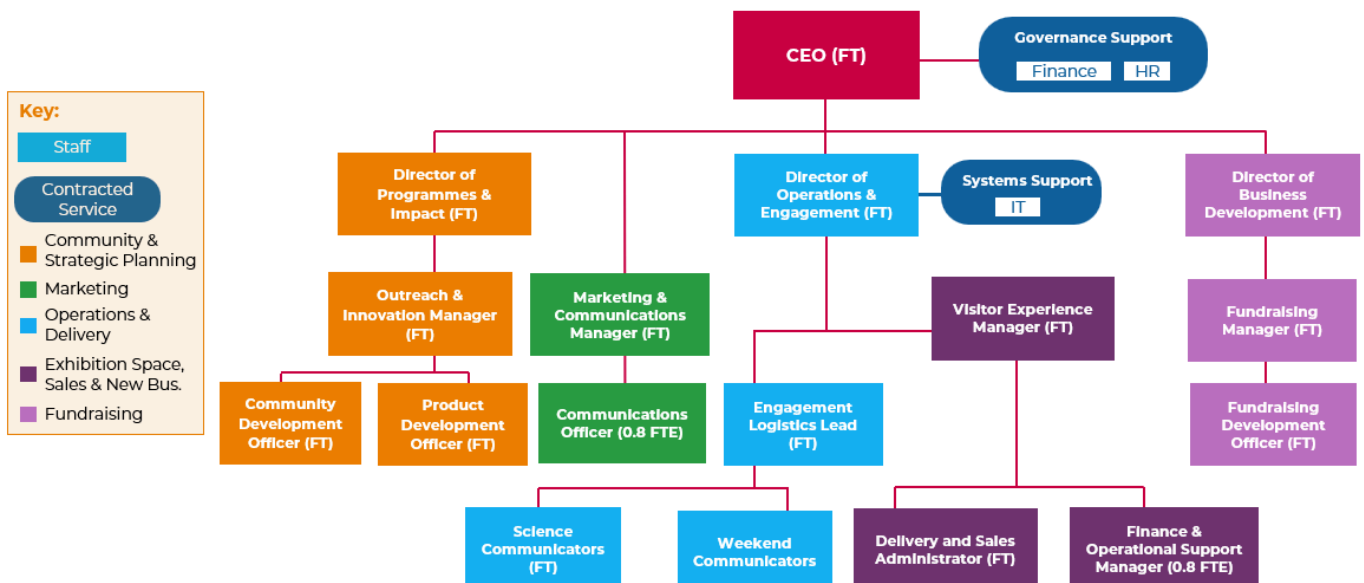
For over ten years, Cambridge Science Centre has been sparking curiosity and a love of STEM (Science, Technology, Engineering and Maths) in young people across the East of England. We focus mainly on ages 4 to 14, because the evidence is clear: building confidence and interest in STEM early on can open up all sorts of opportunities later in life.

Our programmes are designed to be joyful, surprising and genuinely eye-opening—experiences that help young people see themselves and the world in new ways. Through hands-on exploration and open-ended learning, we aim to complement formal education and help every child find what excites them most about STEM.

We develop and deliver a wide range and style of STEM engagement content for young people from early years through to age 16—and we work closely with the parents, carers and educators who play such an important role in their lives.

Each year, around 30,000 young people take part in our activities—whether in schools, communities or at our own centres—and our goal is always the same: to help them imagine and shape a brighter future. With the recent opening of our new permanent venue in Cambridge, alongside continued support through our semi-permanent pop-up centre in Wisbech, we’re now able to build deeper, more sustained relationships with the communities that benefit most from what we offer.

Cambridge Science Centre is an independent educational charity (Registered Charity No. 1146349). You can find out more at www.cambridgesciencecentre.org.



Job Description

In this pivotal role, you are responsible for ensuring not only the efficient and effective operation of the organisation, but also the quality of public engagement and the achievement of CSC's annual direct revenue targets. You help steer and coordinate all of CSC's workstreams, translating the organisation's vision into action that is grounded, sustainable, and scalable. Your remit includes oversight of all public and school engagement, operations at the Trinity Centre, and outreach delivery for remote-site pop-ups.

People and talent management sit at the heart of this role. CSC is powered by an exceptionally skilled, passionate, and committed team, and your primary responsibility is to create the conditions in which they can thrive. You coordinate planning across functions, define clear pathways forward, remove obstacles, and keep priorities aligned—empowering others to do their best work.

You are a thoughtful, supportive, and trusted leader—respected for your fairness, clarity, and calm. You set high standards, not through pressure, but by fostering a culture of growth, accountability, and mutual respect. You understand the value of developing individuals and teams, nurturing talent while keeping the organisation agile and focused.

Empathy, clarity, and accountability are central to your leadership approach. You bring a “firm but fair” ethos to everything you do—balancing care with rigour, and ensuring people feel valued, heard, and united in purpose.

You lead CSC's budgeting, cost control, and direct revenue generation, working closely with the Finance Director to oversee all financial operations. Beyond finance, you are responsible for maintaining and evolving the IT and business systems that underpin CSC's day-to-day operations—ensuring the organisation can coordinate effectively, track progress, and resolve issues with a solutions-focused mindset.

Leveraging Cambridge's world-class deep-tech ecosystem, you help ensure CSC remains at the forefront of best-in-class management systems and processes. You assess their potential for cost-effectiveness and operational value before planning and managing implementation.

You also work in close partnership with the CEO and Board to identify organisational risks and develop robust mitigation strategies—ensuring CSC remains resilient, responsive, and well-positioned for the future.

Key Responsibilities

- Oversee the implementation of CSC's annual operational plan, aligning delivery with strategic priorities, managing budget adherence, and reporting quarterly to the Board on progress and performance.
- Oversee the organisation's engagement with the public, schools, and local communities, including activity at the Trinity Centre and through outreach initiatives.
- In coordination with fellow Directors, support the CEO in translating their vision and strategy into actionable workflows by setting measurable goals,

assigning clear ownership, and guiding team leads to develop practical delivery plans—overseeing progress and ensuring alignment throughout.

- Develop and maintain a corporate dashboard that provides a clear, at-a-glance view of the organisation's performance against its annual plans—offering an ongoing health check throughout the year.
- Ensure regular, focused cross-team check-ins are in place to support coordination, align workflows, and provide timely visibility of upcoming activities and priorities.
- Line-manage the Visitor Experience Manager and Engagement and Logistics Lead.
- Support the Visitor Experience Manager in setting and achieving annual direct revenue targets, while ensuring Cambridge Science Centre serves as a vibrant showcase of the organisation's brand and values.
- Support the Engagement and Logistics Lead to ensure the delivery team is well-trained, motivated, and equipped to deliver high-quality engagements. Oversee the development of fair and forward-planned rotas, and ensure any unassigned delivery capacity is allocated in a way that maximises value for CSC while supporting individual development and growth.
- Support the Outreach and Innovation Manager to integrate their team's workflow with that of the Delivery and Visitor Engagement team.
- Ensure that each team member has a clearly defined individual development plan reviewed and agreed annually, with regular check-ins to keep progress on track and ensure ongoing support throughout the year.
- Set and regularly review CSC's corporate policies to ensure they remain current, relevant, and understood by all staff.
- Ensure all staff receive appropriate training to maintain a safe, low-risk environment for both colleagues and the public at all times—covering safeguarding, health and safety, de-escalation, and emergency procedures.
- Review all CSC contracts at key development stages to ensure commitments are clearly understood, feasible, and aligned with the organisation's capacity to deliver.
- Oversee CSC's contractual fulfilment and organisational risk management, including asset tracking and oversight in coordination with the Visitor Engagement Manager and Product Development Officer. Work alongside the Finance Director to maintain and review the company's risk register on a six-monthly basis, ensuring risks are monitored and mitigated effectively.
- Oversee the implementation and ongoing management of IT, HR, and business systems—ensuring effective staff training, consistent usage, and accessible support to maximise organisational efficiency and impact.
- Manage CSC's documentation policies, digital archiving, and workspace structures (e.g., Google Drive), including the assignment and oversight of access permissions to ensure clarity, security, and ease of use.

Person Specification

Essential Criteria

- Brings a solutions-oriented mindset and a practical, inclusive approach to problem-solving, underpinned by a positive and collaborative “can-do” attitude.

- A seasoned line and team manager who leads with a “firm but fair” ethos—valuing clear communication, personal accountability, and empathetic leadership to foster a supportive and high-performing team culture.
- Proven experience overseeing spaces, systems, and logistical operations, preferably within a public venue environment, with a strong understanding of the practicalities of day-to-day visitor management and operational delivery.
- An inclusive and approachable leader with a natural curiosity, you foster an open-door culture and ask the right questions to help people and teams explore ideas and reach effective solutions.
- You are detail-oriented and methodical, ensuring that planning is assigned, completed, and maintained. You work well in advance to create plans that are clear, comprehensive, and easy to follow—making sure everyone understands their role and is committed to achieving shared goals.
- Excellent verbal and written communication and presentation skills.
- Confident and literate in IT networks and business systems, with the ability to navigate, implement, and support digital tools that enhance organisational efficiency.
- Driven to deliver timely, high-quality outcomes in everything you do.
- Proven ability to adapt quickly and effectively to changing priorities.
- A commitment to equity, diversity, and inclusion.
- A collaborative work ethic that enables you to work effectively with colleagues and partners across a diverse range of projects and disciplines.
- Achieve a satisfactory enhanced DBS check.

Desirable Criteria

- Proven experience managing public engagement across multiple sites, including coordinating dynamic pop-up exhibitions and events.
- A keen interest in staying informed about global developments and emerging trends in science, technology, engineering, and mathematics.
- Customer service skills and experience.
- A qualification or training in business or operational management would be advantageous, but relevant experience and skills will also be highly valued.
- Full clean driving license

Working Conditions

The primary locations for this role will be Cambridge Science Centre's Head Office at 44 Clifton Road, Cambridge, CB1 7ED (assigned desk or workspace) and the Cambridge Science Centre at Trinity Centre, Cambridge Science Park, CB4 0FN (hotdesking model).

In addition, there will be travel (primarily driving with a company or hire vehicle) to the semi-permanent centre (Inspire Wisbech Centre, Wisbech, PE13 1AR) and, on occasion a variety of locations across the East of England.

We offer the option of flexible hybrid working where and when possible.

Advancement Opportunities

CSC invests in its staff through a structured career-planning framework. As a senior staff member, your training will focus on developing best practice within the areas you manage, tailored to both organisational goals and your professional growth.

These individual development opportunities are reviewed and planned annually, ensuring your continued progression and alignment with CSC's strategic objectives.

Standard working hours are 7.5 hours per day

Parking and bike storage are available at both CSC locations.

Benefits include:

- 25 days annual leave, plus Bank Holidays
- Mental health support in partnership with BetterHelp
- Contributory pension scheme

Recruitment Process and Timeline:

To apply for the position of Director of Operations and Engagement at Cambridge Science Centre, please submit your CV and a Cover Letter explaining why you are interested in joining the Centre and how your skills and experience align with the role. Send your application to: jobs@cambridgesciencecentre.org.

At CSC, we're committed to equity, diversity and inclusion in all areas of our work. We actively welcome applications from people of all backgrounds, especially those underrepresented in science engagement.