



Engagement and Logistics Lead

Role: Engagement and Logistics Lead

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

Reports to: Engagement and Logistics Lead

Contract Type: Permanent, Full Time

Salary: £30,000-35,000 per annum

Cambridge Science Centre

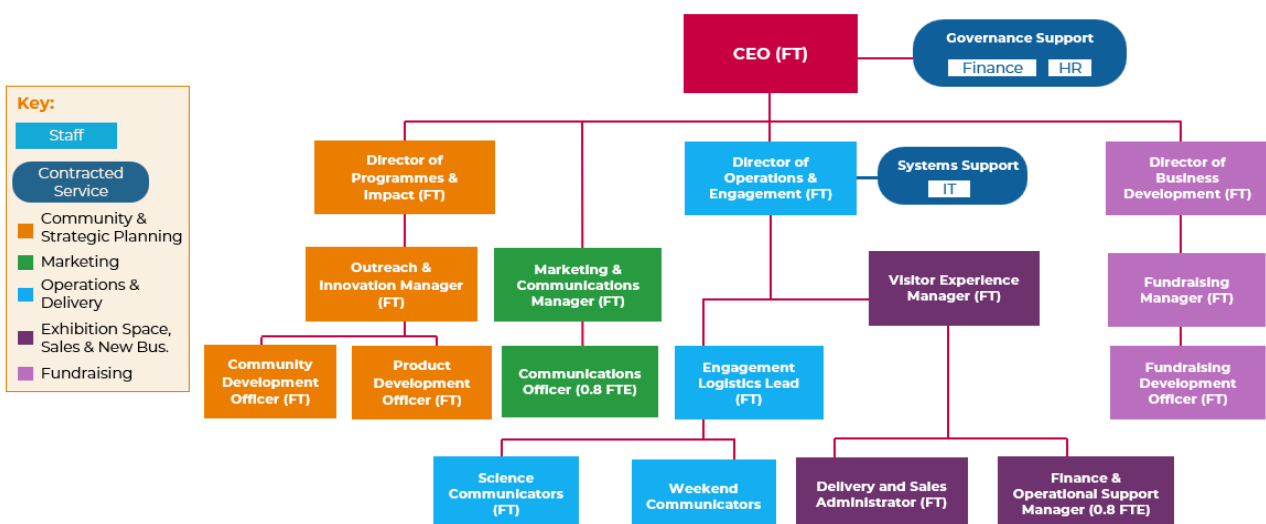
For over ten years, Cambridge Science Centre has been sparking curiosity and a love of STEM (Science, Technology, Engineering and Maths) in young people across the East of England. We focus mainly on ages 4 to 14, because the evidence is clear: building confidence and interest in STEM early on can open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

Science communication sits at the heart of everything we do at CSC. In this role, you'll continue to deliver inspiring STEM engagement first-hand at our venues, while also leading and developing our dynamic team of Science and Weekend Communicators.

Your goal is to ensure that every visitor enjoys a high-quality, meaningful experience — one that stands out as one of the most positive and memorable STEM encounters of their lives. Achieving this means cultivating a team that feels confident, supported, and genuinely excited to come to work each day.

You will foster a collaborative and supportive team culture, taking responsibility for training schedules and rota management. While maintaining a proactive, can-do approach to service delivery, you'll also keep a close eye on team capacity — raising any concerns and suggesting solutions to management in a timely and constructive way.

Working closely with the Visitor Experience Manager and the Outreach and Innovation Manager, you'll motivate your team to maintain high standards across all CSC sites and actively encourage visitors to take advantage of engagement opportunities — from membership sign-ups and events to charitable donations and shop visits.

Key Responsibilities

- At both our main Cambridge centre and outreach venues, empower your team to deliver exceptional visitor experiences — creating positive STEM moments that have the power to inspire and transform.
- You are an active member of your team, delivering public, school, and community STEM engagement alongside the Science and Weekend Communicators.
- You take ownership of the Science and Weekend Communicator training calendar, working closely with the Product Development Officer and Visitor Experience Manager to schedule training in areas such as product knowledge, health and safety, and risk mitigation. You ensure strong training coverage across the team, supporting members to attend sessions promptly and make the most of the learning opportunities they provide.
- You take ownership of your team's rota, oversee their logistics, and ensure their commitment to maintaining clean, organised, low-risk venues and well-prepared science communication kits.
- You work with the Visitor Experience Manager and Outreach and Innovation Manager to plan your team's activities at least two months in advance, while remaining responsive to any circumstances that require swift rota adjustments.
- You coordinate feedback from your team on stock replenishment for science communication kits and ensure timely communication of these needs to the Delivery and Sales Administrator.

- Ensure the team is actively discussing and capturing insights about CSC audiences and the effectiveness of our interventions through observation, as well as formal and informal feedback.
- Ensure our venues are kept clean, tidy, and low-risk, with a prompt and effective response to any unforeseen circumstances.
- Ensure the team completes and archives risk assessments, and that any incidents are promptly resolved, handled effectively and considerately, and properly reported.
- Support your team in understanding and managing their capacity during both busy and quieter periods, and encourage individuals to assist the Product and Community Development teams when they have availability.
- Ensure your team is well-versed in how to promote CSC's products, services, and charitable mission — and that they do so actively and confidently.
- Stay up to date with STEM news and best-in-class science communication practices across the sector.
- Foster a positive team and organisational culture that is open, communicative, considerate, and respectful of others.
- Ensure necessary administrative work is assigned within your team and delivered on time, including:
 - Completion of necessary event organisation planning documents and systems;
 - General reporting and action to ensure the equipment is maintained;
 - General reporting and action to support the maintenance of quality and accuracy of content;
 - Identifying training needs, and completing and recording training as soon as practical.
- Undertake other tasks and duties as reasonably required from time to time, such as capturing content for CSC's social media channels.

Person Specification

Essential Criteria

- At least 3 years' experience as a Science Communicator
- Clear understanding of the operational processes and training needs for an effective Science Communicator team
- A reliable, detail-oriented, and responsive manager who supports individual team members, encourages creative thinking, and helps them bring their personality into their work
- Maintain a constant focus on improving processes, actively implementing changes where appropriate, and consulting with management when proposed changes may be significant or disruptive
- A clear vision for developing the skills, confidence, and overall effectiveness of your science communication team
- An eye for identifying compelling case studies and media content — including quotes, photos, and videos — to support the Marketing & Communications Manager in promoting CSC and showcasing your team's excellence
- Excellent verbal and written communication and presentation skills

- A people person: interested in individuals, skilled at active listening and responsive to interests and needs of young people and the adults in their lives
- Driven to deliver timely, high-quality outcomes in everything you do
- A commitment to equity, diversity, and inclusion
- A passion for keeping up-to-date on worldwide developments in science, technology, engineering and maths
- Confidence in handling questions across a broad range of STEM topics
- Strong teamwork skills, enabling you to collaborate effectively with colleagues across the charity through conversations, projects, meetings, and other joint efforts.
- An ability to organise your own time and prioritise tasks as well as to adapt to changing priorities and to respond quickly to requests
- Willingness to learn new things and take initiative through independent research.
- Computer literate
- Achieve a satisfactory enhanced DBS check

Desirable Criteria

- Experience in science communication or working with diverse audiences, including families, adults, and children
- Customer service skills and experience
- Level 3 or equivalent qualifications in a STEM subject
- 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).

Working one weekend every three weeks, depending on Centre capacity. CSC plans rotas at least 4 weeks in advance to avoid consecutive weekend commitment where possible to do so.

In addition, there will be frequent 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, including schools and community venues, which will include occasional overnight stays.

We offer the option of flexible hybrid working where and when possible, when not delivering sessions.

Advancement Opportunities

Science Communicators and public engagement are at the heart of everything CSC does — and in this role, you lead that vital team. You'll develop and refine your skills in how to deliver impactful STEM engagement across a variety of environments and

audiences, adapting style, content, and operational approaches as needed. You'll also play an active role in shaping how we communicate the value of our work to the wider world.

The breadth of this role offers diverse opportunities for career development. CSC invests in all staff through a structured career planning framework, which includes training, leadership opportunities, and the chance to develop audience and technical specialisms. Opportunities for individual growth are reviewed annually as part of this ongoing commitment.

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 Engagement and Logistics Lead 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.