

Role: Operations & Visitor Experience Manager

Location: Cambridge Science Centre,
Cambridge Science Park, CB4 0FN
Reports to: Director of Operations and Engagement
Contract Type: Permanent, Full Time
Salary: £40,000



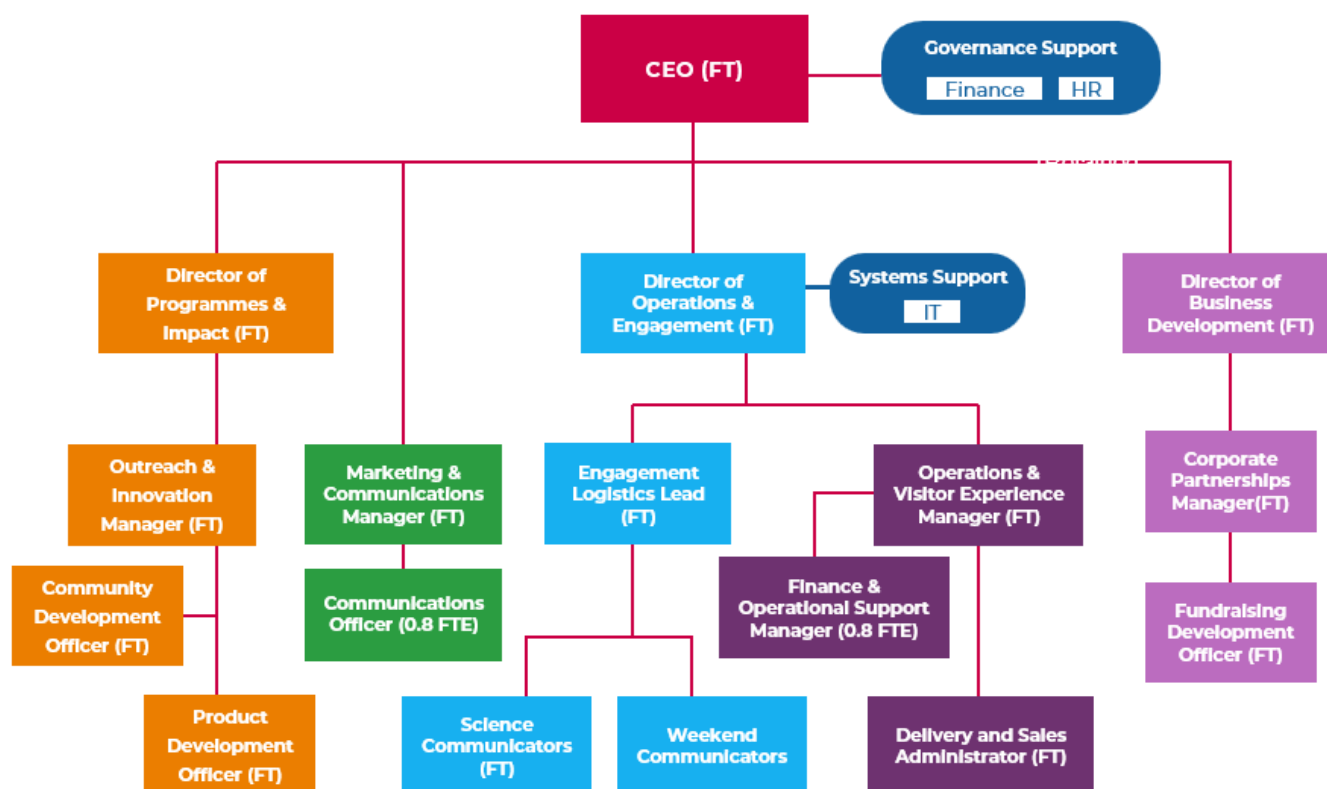
Cambridge Science Centre

For more than ten years, Cambridge Science Centre (CSC) has been sparking curiosity and a love of STEM (science, technology, engineering and mathematics) in young people across the East of England. We focus mainly on ages 0 to 13 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 of STEM engagement content for young people from the early years through to Key Stage 3, 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 delivery through our semi-permanent centre in Wisbech, we are now able to build deeper and 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

As the Operations and Visitor Experience Manager, you play a pivotal role at CSC, with full responsibility for our Centre in Cambridge Science Park and our secondary site, currently in Wisbech.

An essential part of your role is to drive CSC's direct revenue streams connected to the Centre. You will lead your team in generating public and school bookings, and in overseeing community audiences, private hires, and other groups, ensuring every visitor enjoys a seamless and welcoming experience. You will also take a proactive approach to increasing visitor numbers, expanding CSC's membership base, and researching and developing new revenue-generating initiatives that strengthen our long-term sustainability.

Your expertise in creating and implementing exhibition spaces will be instrumental in bringing to life our annual delivery calendar of science themes, which is strategically curated to attract and engage our audiences while supporting the delivery of our Programmes. You will oversee an annual budget covering the shop and site facilities.

You will work closely with the Outreach and Innovation Manager to prioritise, schedule, and maintain products and content in line with CSC's core Programmes and commitments, ensuring impactful experiences for all audiences. In collaboration with the Marketing and Communications Manager, you will plan and execute advertising campaigns targeting both the public and schools. You will also coordinate with the Corporate Partnerships Manager to develop opportunities for corporate partners to support on-site exhibitions and events, ensuring agreed partnerships are effectively tracked and delivered.

Beyond operations, you will champion excellence in STEM engagement, providing both positive and constructive feedback to the Engagement and Logistics Lead to ensure CSC's offerings remain best-in-class. This is an opportunity to shape the visitor experience at CSC, ensuring it remains dynamic, inspiring, and accessible to all.

Key Responsibilities

- Create a welcoming and engaging environment for all visitors to our centres.
- Support and line-manage the Delivery and Sales Administrator and the Finance and Operational Support Manager.
- Take overall responsibility for Health and Safety across CSC sites, ensuring full compliance with requirements at both centres. Implement corrective actions where needed, and oversee training and incident management to maintain a safe and well-managed environment.
- Achieve annual direct income revenue targets across Visitors, Membership, Shop, Schools, Parties, and STEMtots (under-fives), track progress, report findings, and take corrective action as needed.
- Develop and implement strategies to increase visitor numbers and drive membership growth.
- Research, plan, and execute new revenue projects to diversify CSC's income streams.
- Oversee asset records, maintenance priorities, budgets, contractors, and expenditures across the Cambridge and Wisbech sites, ensuring the effective sourcing and delivery of third-party exhibits and content.
- Deliver an annual plan for exhibition-floor themes, events, and site management, coordinating with the Outreach and Innovation Manager and the Engagement and Logistics Lead to align activities with multi-year programmes, partner commitments, and internal schedules such as training and exhibit maintenance.
- Establish a multi-layered feedback system to collect, analyse, and act on visitor insights, continuously enhancing our offering.

- Oversee CSC's volunteering and work experience programme, ensuring recruitment, induction, and ongoing support are delivered to a high standard.
- Work with the Director of Business Development to identify and address barriers for schools, supporting bursary applications and additional funding opportunities.
- In coordination with your team, ensure the shop is stocked with appropriate products to maximise sales, support at-home engagement with STEM after a family visit and promote a message of sustainability.
- Increase school bookings through strategic planning, aligning with schools' annual planning cycles, targeted outreach, and the effective delivery of engagement programmes.
- Work with the Marketing & Communications Manager to plan and deliver advertising for exhibitions, events, and school engagement, ensuring effective promotion of activities at both the Cambridge and Wisbech centres.
- Manage the budget and oversee all contractors and expenditures related to the Cambridge site and Wisbech.
- Provide financial support, working closely with the Director of Operations and Engagement to ensure CSC's operational sustainability.

Essential Criteria

- Experience managing a visitor attraction, including responsibility for income targets and cost control.
- A creative and engaging mindset, with a proven ability to work with a team to create intriguing and popular spaces.
- A thorough and operational approach to planning, risk management, and the continuous improvement of processes.
- Demonstrated success in increasing visitor numbers and driving membership growth through strategic planning and effective execution.
- Experience in researching, planning, and delivering new revenue-generating projects.
- A strong track record of increasing school bookings through targeted outreach and strategic programme design.
- Comprehensive knowledge of health and safety management, including experience in leading compliance activity and training across multiple sites.
- Strong financial acumen, with the ability to support budgeting, forecasting, and operational financial oversight
- Excellent verbal and written communication and presentation skills.
- A strong drive 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, enabling you to work effectively with colleagues and partners across a wide range of projects.
- Competent and confident in using standard computer applications.
- Achieve a satisfactory enhanced DBS check
- Full clean driving license
- Confident in using IT platforms, databases, and digital communication tools.

Desirable Criteria

- A passion for staying up to date with worldwide developments in science, technology, engineering, and maths.
- Experience in using spaces to support learning or community development.
- Knowledge of sustainability practices in operations and visitor engagement.
- Project management qualifications or equivalent experience.
- Experience with CRM systems and membership platforms
- Experience in science communication or in working with families, adults, and children.
- Strong customer service skills and experience.
- Level 3 or equivalent qualification in a STEM subject.

Working Conditions

The primary location for this role is Cambridge Science Centre at Trinity Centre, Cambridge Science Park, CB4 0FN; however, travel to secondary sites and the main office will be required. One working weekend per month will also be required.

Advancement Opportunities

CSC invests in its staff via a career planning framework that includes training, team leadership opportunities, and opportunities to gain experience in operations, business or community development, and technical specialisms. Opportunities for individual development are reviewed annually.

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 this position, 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.