UNIVERSITY OF CAMBRIDGE

# Head of User Experience Design

University Information Services

CLOSING DATE: 17 November 2026
Job Reference: VC51568









Race Equality Charter Bronze Award

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Athena SWAN

# Head of User Experience Design

**Salary:**
£70,878- £75,182

**Contract:**
Permanent

**Location:**
Cambridge

**Faculty / Department:**
University Information Services

**Responsible to:**
Associate Director of Digital Transformation

**Working Pattern:**
Full Time

The University of Cambridge has a Hybrid Working Policy that aims to enable as many staff as possible to work in a hybrid way if they so wish, whilst recognising that some roles will include tasks that can only be performed on University premises.




## Purpose of the role

User Experience (UX) is a design and development approach that prioritises the user and their needs throughout the process. Activities include, but are not limited to: understanding users goals, needs, behaviours and preferences to create products and services that are intuitive, usable, accessible and meet their needs as well as the organisation's strategic and tactical priorities. UX is an iterative and collaborative process, meaning that ides, designs or solutions are tested with, and iteratively refined based on user feedback from research and user testing.

This role is responsible for developing and executing a UX strategy to improve awareness of the business value that the user experience design function provides and continuously seeks to ensure alignment to customer needs. This will be achieved via close collaboration with product, delivery, development and stakeholders through a combination of education, refining and improving our ways of working and delivery processes.

You will be accountable for establishing, scaling and developing UX professions, a UX specific Community of Practice and standards across UIS and the wider University. As well as playing a critical role in building, growing and developing the skills and processes for a design community of practise to create simple to use and accessible products and services. The role will include establishing and leading a UX Design Community Practice to ensure digital products and services are designed across the University and raise awareness and knowledge regarding this approach, helping to embed a user centred mindset across the University.

This involves:

• advocating and providing education about user-centredness and associated ways of working/processes
• actively influencing decision makers across the University to embed and apply UX standards and best practices
• providing clear direction, leadership and expertise for the capability to develop
• offering tools, guidance and frameworks that staff need to build UX knowledge and skills that will enable the collaborative development of digital products and services for internal and external audiences.

- Being responsible for setting UX design principles and standards which can be applied across the continuous improvement cycle
- `defining and driving the overall user experience vision and strategy for an organisation's products and services. The role bridges the gap between user needs and business objectives, ensuring products are intuitive, engaging and balance both user and organisational needs.
- Responsible for design reviews, rapid and effective problem solving and sign off including accountability for the impact these design critical decisions make ultimately leading to the success or failure of a digital product or service and its success.
- Rapid effective problem solving for workstreams in play as well as strategic initiatives to ensure that design problems are solved pragmatically upholding the most the effective solution to design problems as they arise or are escalated. This requires often immediate and rapid redesign or recommendations on critical elements of a user's journey or interface that must be usable, accessible and deliverable. These decisions may directly influence the success of an interface and requires deep knowledge of all aspects of a product or service and the impact of design and service critical thinking.
- Establishes regular design reviews for all work underway or in planning and creates a design problem escalation process to ensure issues are resolved and solved efficiently. This also involved taking the initiative to identify and resolve issues or ensure problems relating to accessible and intuitive experience design are prevented and solved rapidly whenever possible.

The **Head of User Experience Design (UX)** is specifically accountable for the following capabilities:

**Accessibility -** An accessibility specialist provides support, advice and guidance about how to create accessible digital services. They use knowledge of accessibility guidelines, provide technical expertise and bring the voice of disabled users to ensure that product teams make digital services that can be used by everyone.

**User Experience Design (UXD) -** responsible for defining and driving the overall user experience vision and strategy in collaboration with colleagues across the organisation, for an organisation's products and services. They bridge the gap between user needs and business objectives, ensuring products are intuitive, engaging and deliver our brand promises.

**Content design -** Content designers make things easier for people to understand and use. This can involve working on a single piece of content or on the end-to-end journey of a service to help users complete their goal and the University deliver its education, research or other services. In this role your work may involve the creation of, or change to, a transaction, product or single piece of content that stretches across digital and offline channels.

**Digital visual design** - A graphic designer creates graphic elements that underpin interaction and service design. You will use layout, spacing, colour, typopgraphy and iconography to ensure that content is legible and readable and that users see and understand interactions. It is also important that all experiences are usable for responsive interfaces.

I**nteraction design** - An interaction designer works out the best way to let users interact with services, in terms of both overall flow and at the level of individual design elements.

**Service design** - Service designers design the end-to-end journey of a service. This helps a user complete their goal and the University deliver its education, research or other services. In this role, your work may involve the creation of, or change to, transactions, products and content across both digital and offline channels provided by different parts of the University. Service design includes the collaborative codesign of all elements within a service, not just the interfaces. It is a holistic process of planning and organising people, props, and processes to improve the quality of a service and the experience of both customers and employees. It involves designing services from a user-centered perspective, looking at the entire customer journey across all touchpoints to ensure a seamless, high-quality experience.

**Technical writing -** A technical writer takes a user-centred approach to making complicated technical concepts easier to understand for a specialist audience. In this role, you will focus on specialist content and software documentation, and write for technologists such as developers, technical architects, and technology leaders.

**User research -** User researchers plan, design and carry out research activities with users that help teams get a deep understanding of the people that use University services. This research informs policy, proposition, service, content and interaction design so that services work well for users and achieve policy intent.

**Lean and agile** delivery of UX - ensuring that formal and informal approaches for the delivery of all UX skills & capabilities including Lean methods for at pace delivery.

Key responsibilities

**Management, Leadership & Training**

In this role you will:
• Be responsible for ensuring people, processes and tooling are appropriate and able to operate effectively.
• Act as a recognised and credible expert within UIS and across the wider University; using your specialist knowledge to support the establishment of an effective user centred culture and integration with other functions.
• Establish, lead and manage a UX and Service Design Community of Practice that creates a group of colleagues across the University who share a common interest in user experience (UX) and meet regularly to learn from each other, share knowledge, and develop their skills, knowledge and practice. This will foster a sense of community and collaboration to improve skills and create better user-centered products and services. with a shared purpose its members intentionally work together to produce resources that enhance their collective user centred work.
• Be an active member of the Functional Leadership Team.
• Developing and executing a UX strategy, vision, principles and standards to set the measurable bar for improving our digital experiences.
• To improve and drive awareness and knowledge of the business value that the user experience design function provides and continuously seeks to ensure alignment to customer needs.
• Via close collaboration with product, delivery, development and stakeholders through a combination of education and codesign, refine and optimise our ways of working and delivery processes to embed user centredness at the core of our digital delivery approach.
• Introduces innovative, differentiating user experience and operations capabilities that enhance our overall competitive capabilities and enhance employee productivity via accessible and intuitive experiences.

**Key responsibilities continued:**

• Drive awareness of UX and user needs, through to influencing senior leaders in the organisation to embed the practice.
• Embed best practices, advancing our design maturity, and collaborating with senior leaders to foster a culture of measurable high performance, innovation, and product excellence.
• Working with others to ensure that awareness, skills & expertise in this space is extended across UoC as needed as well as growing the UX teams capabilities.

**Planning & Delivery**

You will:
• Establish, scale and develop the UX professions, practices, principles and UX design standards.
• Lead and grow a sustainable community that encompasses colleagues from UIS and the wider University in a distributed model where the teams' practitioners are embedded within.
• Work with the Director of Technology Strategy's sourcing strategy, to identify opportunities for supply of services required to build the capability, lead procurement of specialist providers and manage suppliers and contracts.
• Review and refine the support model for digital service transformation. Ensuring that the UX and service design function works collaboratively and achieves engagement with all professions across the University. Enabling faster and more informed problem solving, achieving a better balance of user needs with stakeholder / organisational goals. Expanding on the work-to-date to establish standards for accessible and inclusive services.
• Be responsible for ensuring the UX and user centred design standards are created, agreed, applied and upheld across all agreed workstreams
• Responsible for the quality of all UX work undertaken and delivered
• Accountable for all design reviews, decisions and sign off, establishing effective process to ensure this takes place and for all the design problem decision made in this context and in collaboration with colleagues and stakeholders
• Ensuring there is UX and design governance and authority milestones and process to support the full establishment of a user centred approach for delivery.

**Evaluation & Continuous Improvement**

You will:
• Define and establish oversight for user and performance insights, ensuring these are embedded into the work related to service health indicators and improvements to the existing portfolio structure.
• Develop mechanisms for sharing and embedding insights across the organisation.
• Create, establish and track progress against defined objectives.
• Provide best practice from across the sector and wider profession to increase our organisational maturity. Informing the shape and skills needed to build a mature function.
• Demonstrating leadership abilities to inspire a high performing function, ensuring robust, secure and agile activity, helping shift the organisation toward Continuous Delivery.
• Ensuring good governance and best practice methodologies, whilst thinking creatively to solve challenges.
• Supporting strategy development alongside the senior leadership team, product and service leaders and stakeholders, to support the development of a wider digital roadmap in support of said strategy.

**User experience design**

Obtains organisational commitment to strategies to deliver required user experience, usability, accessibility and security.

Defines organisational policies, standards and techniques for user experience design.

Plans and leads user experience design activities for strategic, large or complex programmes.

Promotes the value of user-centred design across the organisation.

**User experience evaluation**

Champions high standards in user interaction with the organisation's systems, products and services including involvement of users in evaluation activities.

Specifies standards and methods for security, usability and accessibility and ensure this is addressed in future designs.

Develops or sources resources and capabilities to conduct effective user experience evaluation, including specialist user-centred facilities and communities of users. Leads the provision of input and resources for future user research.

Collaborates with internal and external partners to facilitate an effective evaluation of systems, products and services.

**Business process improvement**

Plans and leads strategic, large and complex business process improvement activities aligned with automation, or exploiting existing or new technologies.

Develops organisational policies, standards and guidelines for business process improvement.

Leads the introduction of techniques, methodologies and tools to meet business requirements, ensuring consistency across all user groups.

Leads the development of organisational capabilities for business process improvement and ensures adoption and adherence to policies and standards.

**Methods and tools**

Develops organisational policies, standards and guidelines for methods and tools.

Sets direction and leads in the introduction and use of techniques, methodologies and tools, to meet business requirements.

Leads the development of organisational capabilities for methods and tools to ensure consistent adoption and adherence to policies and standards.

Secures organisational commitment and resources to methods and tools. Drives continuous improvement and innovation in methods and tools.

**Stakeholder relationship management**

Leads the development of comprehensive stakeholder management strategies and plans.

Establishes and builds long-term, strategic relationships with key stakeholders to support service delivery and change initiatives.

Acts as a principal point of contact, ensuring effective communication and alignment. Negotiates and ensures agreements meet stakeholder needs.

Oversees the monitoring of stakeholder relationships, capturing lessons learned and providing feedback. Leads initiatives to enhance communication and relationships, promoting collaboration and understanding between all parties.

**Specialist advice**

Leads and promotes the development and application of specialist knowledge across the organisation, delivering professional advice that shapes direction and high-level decisions.

Maintains a network of recognised experts (inside and/or outside the organisation) who can deliver expert advice in relevant areas.

Actively influences professional development planning across a significant part of the organisation to further the development of appropriate expertise and provision of high-quality professional advice.

**Performance management**

Determines and delegates people management and functional management objectives and responsibilities.

Creates and sets the direction for multiple workgroups to achieve strategic organisational objectives. Sets strategy for quality and performance measurement in line with organisational goals.

Provides a work environment and resources that allow individuals and workgroups to perform their tasks efficiently.

Leads the implementation of formal organisational processes such as recruitment, reward, promotion and disciplinary procedures.

**Innovation management**

Obtains organisational commitment to innovation.

Develops organisational capabilities to drive innovation.

Leads and plans the development of innovation capabilities and implementation of innovation processes, tools and frameworks.

Leads the communication and an open flow of creative ideas between interested parties and the set-up of innovation networks and communities.

**Networking**

Active membership of the University Digital and IT Community in order to share knowledge, best practice, and technical expertise.

# Person Specification

| Criteria | Essential | Desirable |
|---|---|---|
| **Experience** | | |
| Proven track record in a leadership role, leading teams and staff in a UX role with meaningful outcomes in complex organisations. | ✓ | |
| Leading and influencing senior stakeholders, each with divergent views, to reach timely and informed decisions. | ✓ | |
| Significant experience across a range of US functions including content, interaction/service/UX design and user research. | ✓ | |
| Extensive experience in delivery of web-based products and services, digital platforms, SaaS and Apps. | ✓ | |
| Proven ability to coach teams through end-to-end product lifecycle in user-centered, agile and iterative practices. | ✓ | |
| Establishing and leading communities of practice to educate and validate the value in taking a UX approach. | ✓ | |
| | | |
| **Skills** | | |
| Excellent leadership skills and the ability to shape the approach and practices for a changing organisation. | ✓ | |
| Excellent communication, presentation and stakeholder management skills. | ✓ | |
| Ability to think strategically; whilst also being detail-orientated and results driven. | ✓ | |
| Strong influencing skills with the ability to work with others across organisations without line-managing them. | ✓ | |
| Applicable knowledge and skilled in working with AI tools and techniques to develop and modernise UX delivery. | ✓ | |
| Ability to build great working relationships with a variety of disciplines involved in digital delivery. | ✓ | |
| Expert analytical and quantitative skills with ability to use data to make assumptions and decisions. | ✓ | |
| Extensive expertise in delivery of web-based products & services, digital platforms, SaaS and apps. | ✓ | |

| Criteria | Essential | Desirable |
|---|---|---|
| **Qualifications** | | |
| Degree or equivalent relevant working experience within a user experience field. | ✓ | |
| | | |
| **Additional requirements** | | |
| Have been in a role with a focus on operational maturity and ensuring a common approach to US through community development. | ✓ | |
| Experience of working with UK government service delivery framework or comparable. | | ✓ |
| Values diversity and difference and encourages others to do the same. Operates with integrity and openness. | ✓ | |

# Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement. Full definitions are at: https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

| Attribute | Level |
|---|---|
| **Valuing Diversity** | A |
| **Achieving Results** | A |
| **Communication** | A |
| **Innovation and Change** | A |
| **Negotiating and Influencing** | B |
| **People Development** | B |
| **Relationship Building** | A |
| **Strategic Focus** | B |

# Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



# University Information Services

**The UIS provides the digital infrastructure at the heart of the University's world-leading education and research.**

For example, our high performance computing team has developed the UK's fastest academic computer and is supporting groundbreaking medical, engineering and astronomy research. Our networks team runs Europe's biggest privately owned ultra-high speed fibre optic network, connecting researchers, students and other organisations across Cambridge and beyond. And, the University's finance, HR and student administration rely on our business systems.

The University also has a bold ambition to use digitalisation to transform education and research. The UIS's team of developers, designers, testers, analysts and support staff is leading this exciting work. Our work ensures Cambridge continues to be one of the world's top universities.

The University of Cambridge consists of over 100 institutions (Departments, Faculties and Schools) and employs around 12,000 staff. The Director of Information Services leads a University Information Services function which positively adds value to the University. For the delivery of a world – class computing service for all of the relevant stakeholder communities.

As a customer focussed organisation the purpose of UIS is to provide business information services that underpin the critical management processes used across the collegiate University in research, teaching and administration.

The UIS works strategically with Schools, Faculties, Departments, Colleges and other institutions, in planning and delivering the future information service requirements of the University, progressively improving business processes, capabilities and information solutions that meet business needs.



# Terms of Appointment

**Tenure and probation**
Appointment will be made on a permanent basis.
Appointments will be subject to satisfactory completion of a nine-month probationary period.

**Hours of Work and Working Pattern**
The hours of work for the position are full-time, working Monday – Friday.

**Pension**
You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a hybrid pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

**Annual leave**
Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

## General information

**Pre-employment checks**

**Right to work in the UK**
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Health declaration** Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

**Qualifications**
The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

**References** - offers of appointment will be subject to the receipt of satisfactory references.

**Equality and Diversity**

We particularly encourage women and /or candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

**Information if you have a disability**
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at http://www.admin.cam.ac.uk/offices/hr/staff/ disabled/

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

# The University

The University of Cambridge is consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.



The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – "to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence" – has never been more relevant.



# About Us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

"Through its outstanding education, research and innovation, the University of Cambridge has made – and continues to make – a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff committed to supporting and enhancing the University's mission to contribute to society."

*Professor Deborah Prentice,*

*Vice Chancellor 2023*



# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

The University offers a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with their continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and continues to redevelop its historic city centre sites demonstrating a clear determination to ensure that we can offer the best facilities and opportunities for our staff and students.



## Equality, Diversity and Inclusion

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBTQ+ Network. More details are available here: http://www.equality.admin.cam.ac.uk/

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

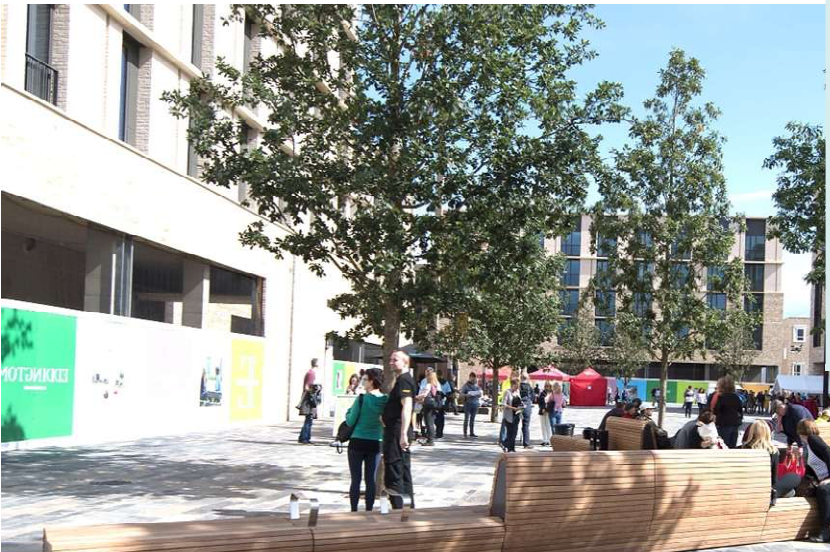
If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

**Relocation Support**

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit https://www.accommodation.cam.ac.uk/RelocationService/. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of

**Accommodation Service**

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit: https://www.accommodation.cam.ac.uk/





# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.



## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



## CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.

# What Cambridge can offer

### Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 26 weeks' full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme are available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: https://www.childcare.admin.cam.ac.uk/

The Newcomers and Visiting Scholars Group (https://www.nvs.admin.cam.ac.uk/) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.



### Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the Cambridge Festival, which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

### Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.

# How to apply

**Advice when applying for a role within UIS**

Reference how you meet the essential and desirable criteria in the role profile ensuring you provide examples to demonstrate how you meet these either through transferrable skills or direct experience.

Any statement within your application should be supported by examples of application for your application to be considered at interview.

Reference any qualifications/vocational training you have that are relevant to the role.

Complete every section of the application form, check and proof-read your application.

Identify and explain gaps in employment.

Ensure you provide original and authentic responses to all statements made within your application. We strongly discourage the use of artificial intelligence, automated tools, or other third-party assistance to generate, draft, or significantly modify your application.

By submitting your application, you are confirming that all statements are your own work; reflect your personal knowledge, skills and experience; and have not been solely produced or altered by AI or similar technologies.

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to: Kate Livingstone, Director of Digital Transformation

**Email:** kl491@cam.ac.uk

If you have any queries regarding the application process, please contact:

**recruitment@uis.cam.ac.uk**

The closing date for applications is: **17 November 2026**

The interview date for the role is: w/c 30 November 2026