TRINITY COLLEGE

CAMBRIDGE

Further Particulars for the role of

Wren Tourist Custodian

November 2026

Further particulars

Trinity College, founded in 1546 by Henry VIII, is the largest College in the University of Cambridge, with some 700 undergraduates, 300 graduate students, over 180 Fellows and around 350 non-academic staff. With a history that includes Newton and Byron, the College excels academically in the sciences and the arts. It attracts students and scholars from around the globe and provides an environment in which they can flourish.

The Library occupies four buildings, but is run as a single organisation:

- The Wren Library, completed in 1695, houses some 80,000 older books and serves as the reading room for special collections as well as being open to tourists daily
- The College Library is adjacent to the Wren Library and provides around 100 seats for students. Together with a basement store, this building houses more than 200,000 books
- A separate Law reading room provides books and study space for Law students
- The Muniments Room houses the College's Archives, dating from the twelfth century to the present day

The printed books are catalogued online using Folio as the ILS, as well as in the University's online catalogue, iDiscover, and in appropriate specialist catalogues (ESTC, LibraryHub, etc.). Descriptions of the 1250 medieval manuscripts, catalogued by M. R. James in 1901-3, are available online, and modern manuscripts and archives are catalogued using the AtoM system. The Wren Digital Library provides images of more than 1000 complete volumes, and its continued expansion and development will be a major project for the Library in coming years.

The College Library is open to members of the College between 8 am and 1 am daily in term-time, with slightly reduced hours in the vacation. The Sub-Librarian prepares a rota of library staff and desk supervisors who staff the main desk throughout the opening hours. A self-issue borrowing system has been introduced in recent years.

The Wren Library is open to Fellows, and to visiting researchers applying to consult special materials, from 9 to 5 on weekdays. The study desk can accommodate up to six researchers each day, and is invigilated at all times. The Wren is open to tourist visitors between 12 and 2 on weekdays, and on Saturday mornings in Full Term, and two Custodians are present for this period to oversee the visitors. There are around 35,000 visitors each year during this time, and several thousand more attend separate tours at other times of day, including special interest groups, schools visits and VIP visitors to Cambridge, for whom a visit to the Wren Library is often included as a memorable part of their trip. These tours are generally led by the Sub-Librarian or the Librarian.

The Library's staff comprise the Librarian, Sub-Librarian, a Senior Assistant Librarian, an Assistant Librarian, the Digitisation Services Manager, a Rare Books Cataloguer, a Graduate Trainee Archivist, a Graduate Trainee Librarian, five Library Assistants (full-time or part-time), a Collections Care Assistant the College Archivist and two Assistant Archivist, two Wren Custodians, and there are two part-time Cleaners. In addition, there are a number of Desk Supervisors who cover the Enquiry Desk out-of-hours. We also work with two conservators at the Fitzwilliam Museum.

JOB DESCRIPTION

Job Title: **Wren Tourist Custodian**

Department: **Library**

Reports to: **Sub-Librarian**

Responsible for: **-**

Purpose of role

The Wren Tourist Custodians provide a professional and warm welcome to visitors to the Wren Library. The primary function of the role is to control the number of visitors accessing the Library at any one time and to act as a security presence within the Library space. Wren Tourist Custodians also answer any questions visitors may have about the Library building and its collections. The Library employs two Tourist Custodians to manage visitors in the space and the two post-holders must work very closely together to ensure the smooth opening of the Library.

Key Accountabilities

1. To control the number of people in the Library at any one time to an agreed limit. Working closely with the second Custodian to ensure a regular flow of people enter the space.
2. To manage the queue of people waiting to enter, ensuring they are aware that the Library may close before they are admitted and managing visitors' expectations.
3. To monitor visitors in the Library space ensuring they do not enter bays or attempt to remove books from shelves, and to guard against theft.
4. To ensure Library rules are observed including considerate mobile 'phone use and that no food or drink is brought into the Library.
5. To record daily statistics of numbers of visitors.
6. To prepare the Library for opening by securing keys and opening the conservation curtains in the bays.
7. Any other duties as required by the Sub-Librarian.

Person Specification

Essential:

Qualifications

Educated to GCSE Level or equivalent

Knowledge and experience

Experience of working in a public-facing environment

Awareness of the importance of good customer care and a commitment to providing an excellent quality of service to all Library visitors

Experience of working both in a team and independently

Personal characteristics

Excellent verbal communication skills

Flexible and innovative approach to problem-solving

Ability and willingness to learn new skills and enhance existing skills

Ability to work under pressure in a busy working environment

Attention to detail in work which may be routine and repetitive

Reliability and punctuality

Desirable:

Qualifications

Educated to A Level standard

Knowledge and experience

Experience of working in a library, museum or heritage environment

Personal characteristics

An interest in rare books, special collections or architecture

Employment Details

Rate of Pay:	£13.49/hour
Contract type:	Permanent.
Hours:	The hours of work will normally be 11.45 to 14.00, Monday to Friday, and 10.15 to 12.30 on Saturdays during and either side of Full Term (30 per year). You will also be expected to work on the two public holidays in May.
Holiday:	25 working days plus 8 public holidays.
Probationary period:	4 months.
Pension scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Private Health Care:	Membership of a free health care and a dental care scheme are available. Staff can join the schemes after successful completion of their probationary period, subject to eligibility.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Travel:	The College cannot provide car parking for all of its staff, and many use Park and Ride sites or cycle. There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months (maximum limits apply).
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff, offers outings to places of interest, and organises events.
Health and safety	All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

To apply

Please complete the College's application form to apply for this role. The application form must cover:

- A section where you demonstrate your suitability for the role and how you meet the requirements set out in the job description
- You reasons for applying for the role
- Your previous education and employment details
- The names of two referees

CVs will not be accepted as part of your application.

Applications should be sent to jobvacancies@trin.cam.ac.uk to arrive no later than 9.00am on Wednesday 2 December 2026. Interviews are expected to be held in the week beginning 7 December 2026. It is hoped that the successful candidates will take up the post in January 2027.