

**Crafts Council
Recruitment**

**Fair Officer
April 2021**





Image credit: Sophie Mutevelian



About us

We are the national charity for craft.

We inspire making, empower learning, and nurture businesses.

We believe that craft skills and knowledge enrich and uplift us as individuals and in doing so will change our world for the better.

Established by Royal Charter in 1971 we are funded by Arts Council England as well as through fund raising and earned income activities.

Society has faced unprecedented challenges in the last year and craft has shown its value; from the many volunteers making scrubs for the NHS through to the rise in craft making at home during lockdown. Yet many craft businesses have suffered a drastic loss of income and need our support.

Our goal is to be an impactful organisation that can:

- champion craft and its positive impact on society
- increase levels of craft education at all ages
- grow the market for craft

With our new public space for craft opening later this year and our fiftieth anniversary to celebrate this is a really exciting time to join the team.

Overview

Job Title

Fair Officer, Collect

Salary

£26,000 - £28,000 depending on experience

Contract type

Full time, we are open to flexible working arrangements

Reporting to

Fair Director, Collect

Working with

Head of Operations for Collect, Market Consultant for Collect, Comms and Marketing team, Head of Creative Business Support, Development team

Location

We are based in Islington, London. The role will primarily be worked from home while the office remains closed due to the Coronavirus pandemic.

Job Outline

Now in its 18th year, Collect is the international art fair for contemporary craft and design and runs annually at Somerset House, London. The Fair Officer is a vital member of the team providing exceptional organisational support to the core team members to deliver the Fair on an annual basis.

This is a varied role and whilst multi-tasking is essential, much of the work is cyclical and not happening simultaneously.

Main Objectives

- Run the core Fair team, provide co-ordination and administration support to ensure work is delivered to a high standard, within budget and to time constraints. This includes managing and organising all team meetings and follow up, as well as supporting operational delivery of the Fair at Somerset House.
- Supporting the Fair Director and Market Consultant, liaise with and manage co-ordination of our primary clients; Collect galleries and Collect Open artists.
- Co-ordinate in VIP programming tasks, data analysis, newsletter co-ordination, invitation distribution and on-site management of VIP desk.
- Work with the Project Manager for our online partner Artsy.net to deliver the Fair online as well as other teams within the Crafts Council

Main Duties

Galleries and Collect Open artists

- Oversee digital exhibitor communications, application process, contracting and exhibitor planning for the fair
- Plan, co-ordinate and account manage all exhibitor facing activities
- Assist Market Consultant and Fair Director in prospect cultivation of galleries
- Collate and create presentations of gallery applications for Advisory Panel meetings for both the main Fair and for Collect Open
- Assist Head of Creative Business Support to account manage Collect Open artists
- Work closely with Marketing & Communications team to deliver Collect promotional campaign
- Carry out general administrative work including record keeping, expenditure logging, mail merging, filing, and archiving



Image credit: Iona Wolff

VIP Audience management

- Oversee VIP/High Net Worth (HNW) visitor cultivation and their on-site experience at the fair (in collaboration with VIP Audience Development Consultant – recruited 4 months out from the fair)
- Co-ordinate, plan and deliver all online VIP Newsletters – work with Market Consultant for content throughout the campaign
- Support the Collect Fair Director to grow reach and engagement in the VIP network
- Assist VIP Consultant and Market Consultant to deliver on site activity/ tours/ hospitality
- Work with Head of Operations to develop and manage VIP invitation allocation and smooth operational fulfilment for Exhibitors/Sponsors and Crafts Council teams prior to the fair.
- Organise guest list and invitations management for all fair events

Operational and Content

- Keep all Fair, gallery and VIP databases updated and accurate including mailing lists on Salesforce system
- Co-ordinate the Collect Talks Programme
- Assist Head of Operations with administration for:
 - Fair Guide information and collation
 - Exhibitor and Partner/Sponsor operational
 - Team meetings and debriefs
 - Onsite fair schedule of content/activity and events
 - On site volunteers
- Work closely with Head of Operations to fulfil the on site delivery of the fair

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- Work closely with Crafts Council teams to deliver the fair:
 - PR and comms (Comms team)
 - Talks programme (Magazine/Collect team)
 - Sponsorship deliverables (Development team)
 - Create fair schedule for on site content/activity and events
 - To act as the main Crafts Council point of contact for the fair
 - Supervise the part time Collect Fair Assistant, ensuring they are supported and motivated to perform to the best of their abilities

Financial

- Work with Finance to manage and track revenue streams for the fair
- Manage and track all cost centres for the fair, both income and expenditure
- Act as administrator of the teams' budgets, ensuring Fair spend is accurately recorded and tracked and expenses accurately reconciled
- Work closely with Fair Director on strategy and financial success of the fair.

General

- Embrace the Fair's anti-racism and equality policies to ensure it is considered for all its elements
- Continuously seek ways to improve personal, team and business performance
- Attend and participate in Crafts Council performance, development and training programmes
- Ensure that you comply with all Health and Safety regulations and safe working practice as required by current legislation and the Company's Health and Safety Policy and practices
- Understand the importance of Equality & Diversity in the workplace.
- Promote the highest level of customer service at all times
- Contribute to and participate in cross team working groups
- Undertake any other duty which may be reasonably allocated

Early morning and evening work is a requirement throughout the fair's tenancy dates. This position will require attendance of some evening sector and client receptions throughout the year.



Person Specification

Essential

- Good knowledge and experience of project and event organising
- Experience and evidence in a comparable role particularly in providing effective client customer care and project management
- Good knowledge of office administrative systems and their application (high level computer skills including spreadsheet & data base systems)
- Good budget, finance and invoice management skills
- Able to work with minimum of supervision, manage own workload, meet deadlines, determine priorities assimilating information quickly and deal with multiple demands.
- Excellent attention to detail; produce work to a high standard of presentation and on time.
- Confident written and oral communicator, comfortable dealing with people at all levels from a diverse range of backgrounds
- Positive team player - Uses initiative to problem solve and support colleagues
- Ability to work under stress and a quick learner

Desirable

- Experience of using Customer Relations Management systems such as SalesForce
- Experience of using e-communication systems such as MailChimp
- Good experience of presentation packages such as PowerPoint
- Knowledge of Instagram posting from a brand perspective
- Experience of working with clients and external partners
- Willingness to be flexible with hours to accommodate peak periods within the work cycle
- An interest in contemporary art craft and design



Guaranteed Interview Assessment

We operate a Guaranteed Interview scheme. This means that we guarantee to interview any applicant who identifies as from African or Caribbean heritage; Arabic heritage; Latin American heritage; East Asian, South Asian and South East Asian heritage; people from traveller communities; disabled people; LGBTQIA+ people and people from a low-income background, whose application meets the essential criteria for the role.

The previous pages detail the essential and desirable requirements for the post. For scoring purposes, Crafts Council will use the following ratings:

1. No evidence
2. Little/some evidence
3. Good evidence
4. Excellent evidence

To be invited to interview under our Guaranteed Interview Scheme, applications must meet the minimum criteria for the role. This is 65% of the shortlisting score across all essential criteria.

A minimum of two individuals will assess all applications, they will separately score all answers 1-4. The results are then converted into an overall percentage score and if this is equal to or more than 65% the candidate applying under Guaranteed Interview Scheme is invited to interview. However candidates scoring 1 in any of the essential criteria will not be invited to interview.



Benefits Package

We offer a number of benefits including:

Pay

We are committed to paying above the London Living Wage, therefore we offer competitive salaries with annual reviews.

Pension

Our pension scheme includes generous employer contributions. If you contribute 3%, we'll contribute 7%.

Holiday

We appreciate that regular holiday is essential for you to be at your best. Our staff enjoy 25 days of annual leave plus bank holidays. This increases by one day a year (after five years of service).

Sick pay

We don't want you to worry about money while unwell, so we offer a generous sick pay scheme – giving up to 65 days basic pay in any rolling 12-month period.

Flexible working

We understand that our staff don't leave their home life at the door! As such, we offer flexible working hours, give team members a paid day off if they move home and offer everyone an additional five days of paid leave a year for home care emergencies.

Season ticket loan

After your first six months, you can apply for an interest-free season ticket loan to cover the cost of a travel season ticket.

Cycle to work scheme

We help you save money on purchasing your bike and accessories.

Family Leave

We are fully committed to helping our working parents achieve a work life balance, and encourage all staff to take leave during the early weeks following birth or adoption. As a result we have a very generous company maternity, adoption and paternity policies paying up to 16 weeks of additional pay.

Employee assistance programme

We are committed to our team's wellbeing and provide them with an online source of self-help and wellbeing information on a wide range of topics, focused on helping them lead and maintain a healthy lifestyle.

How to Apply

We aspire to remove barriers and be open to all and strongly encourage applications from individuals currently underrepresented in the Creative and Cultural Sectors. This includes but is not limited to people of African or Caribbean heritage; Arabic heritage; Latin American heritage; East Asian, South Asian and South East Asian heritage; people from traveller communities; disabled people; LGBTQIA+ people and people from a low-income background. We fully support Access to Work applications.

To apply please go to: www.craftscouncil.org.uk/about/working-here

Deadline: Midnight Monday 03 May

To apply for the role, you must be eligible to work in the UK - Crafts Council is not a sponsoring Organisation.

Access

We welcome applications in written, audio or video formats. To submit applications in an alternative format, or to request information in an alternative format please email recruitment@craftscouncil.org.uk or call 020 7806 2523

If you would like more information about accessibility before applying, please see the guide we have [here](#).

