

**Crafts Council  
Recruitment**

**Collect Fair Assistant  
October 2021**







## 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.



## About Collect

Now in its 18th year, Collect is the international art fair for contemporary craft and design and runs annually at Somerset House, London. It takes place 25-27 February (Preview days 23-24) 2022.

Collect showcases exceptional work made in the last five years by living artists and designers allowing each gallery to curate their own display and commission new pieces or bodies of work especially for the Fair.

Works span many craft disciplines including ceramics, glass, lacquer, art jewellery, precious metalwork, textiles and fibre, wood and paper to works using non-traditional materials including resin and bone.

The Fair's aim is to introduce and cultivate purchasing audiences to develop and grow the financial and intellectual value of craft at this level. Organised by the Crafts Council, the Collect Fair is well-regarded for its credibility, sector authority and leadership with a warm-hearted openness and shared experience that the Crafts Council prides itself in delivering.

The Fair provides art consultants, interiors specialists, collectors, museum curators, design practitioners and wider enthusiasts with an unrivalled opportunity to discover and invest in contemporary craft that will surprise, delight and endure.

## Overview

### Job Title

Fair Assistant

### Salary

£20,452 (FTE) pro rata

### Contract type

Fixed term, part-time to begin with moving into full-time in the run up to the Fair

### Time frame

Start date: asap

End date: March 11 2022

3 days a week until 31 December 2021, full time from 1 January 2022 until 11 March 2022

### Reporting to

Fair Officer

### Working with

Fair Director, Market Consultant, Head of Operations, Comms team, VIP team, Development team

### Location

The Fair takes place at Somerset House, London.

Our offices are based in Angel, London.

While we trial a hybrid way of working the role will primarily be worked from home. You will need to be available to work at least 1 day per week from our central London office (exact working pattern to be agreed according to the needs of the Fair) and will need to work onsite at Somerset House for the full duration of the tenancy of the Fair.

## Job Outline

We are looking for a Fair Assistant to support the Collect team in the busy build up to and during the Fair.

This is an exciting entry-level role ideal for someone who has excellent organisational skills, is passionate and wants to gain experience in delivering cultural events. It is a key role supporting a busy team in a fast-paced environment, requiring teamwork, attention to detail, and enthusiasm.

The main objective of the role is to provide administration and logistical support, and assist with on-site event management.

## Main Duties

- To support the core Collect team on key tasks including:
- Collating and processing Exhibitor Manual forms
- Gathering and collating Fair Guide content
- Producing accreditation badges
- Managing guest lists and ticket distribution
- Updating contact information in our database in Salesforce
- Monitoring the Collect inbox and responding to enquires where possible
- Liaising with guests and speakers
- Production of Collect merchandise e.g., t-shirts and bags
- Creation of schedules
- Ensuring documents and assets are filed correctly on the server
- Assisting with communications including emails, mail outs, and direct communication with stakeholders
- Ensuring receipts for purchases are logged and processed in line with Crafts Council procedure
- Managing the Collect Instagram account; scheduling posts, preparing copy and responding to comments/followers
- Assisting for the preparation of the Talks Programme; liaising with speakers, collating media, updating the schedule





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### During the Fair:

- Assisting core team in delivery of full live Fair including early morning working and supporting evening events.
- Support volunteers alongside the Fair Officer
- Field enquiries from both Exhibitors and visitors on the front desk and throughout the Fair
- Distribute VIP bags and catalogues
- Manage guest lists including for private events and assist in managing the VIP desk at the Fair.



- Promote the highest level of customer service at all times
- Be flexible within the broad remit of the post
- A strong commitment to accessibility and social justice, ensuring that we are adhering to best practice within your field of expertise
- Assist in developing and maintaining effective teamwork across Crafts Council
- 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 work place.

## 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, 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

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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.





## Person Specification

### Essential

- Knowledge of Microsoft Office
- Customer service experience
- Excellent organisational skills
- Excellent written and verbal communication skills
- Diligent, with the ability to meet deadlines and deliver results
- Enthusiastic, self- motivated and a team player
- An interest in events management and/or the running of an arts organisation
- Reliable, dependable, responsible

### Desirable

- CRM database experience/ MailChimp/ newsletter creation
- Confident in using Instagram and other social media platforms
- Interest in contemporary craft and the arts
- Willingness to be flexible in responding to the organisation's needs





## 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](http://www.craftscouncil.org.uk/about/working-here)

Deadline: 9am Friday 22 October

Interview dates: w/c Monday 1 November

### 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](mailto:recruitment@craftscouncil.org.uk) or call 020 7806 2515

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





Joanna Bird Contemporary Collections at Collect 2020. Image: Iona Wolff