

Office Administrator

About us

With learning and participation at the core of our charitable aims, the Devon Guild of Craftsmen seeks to inspire creative excellence through contemporary craft. Our base at Riverside Mill, Bovey Tracey, hosts a gallery, shop and café and runs a demanding programme of exhibitions and events. Our education outreach takes place across the south west and we are supported by Arts Council England as regional and national leaders for the crafts sector.

A registered charity, the Devon Guild of Craftsmen is also a membership organisation for professional makers, with our Members coming from across the south west. The work of Members is sold in our shop at Riverside Mill, and at some other outlets. Our Members also contribute to some of our year-round exhibition programme of the best national and international contemporary crafts, with associated educational events and activities. We also tour craft exhibitions to venues within and beyond the region. Our charitable education programme, *Freehand*, places makers into schools and community groups for short-term residencies.

Our busy office at Riverside Mill is the centre of operations. It is the base for an administrative team of 12 plus our shop and café managers and their staff.

About you

You relish the opportunity to work for a creative organisation and be a key part of a busy team. You have good verbal and written communication skills, excellent organisational skills, are confident in using IT and are able to input data accurately. With the ability to work under pressure, you are self-motivated and good at time management. You are also able to act as an advocate for the organisation and the crafts sector, ensuring that the organisation's interests and that of its Members are protected and advanced.

The primary purpose of the role is to support the Guild by providing effective and efficient office systems that make all our activities run smoothly. This will involve the full range of administrative office-based tasks, including ordering stationery and supplies, liaising with IT support, filing, maintaining the database, taking payments over the phone, managing post, providing the first point of contact for callers and enquiries, and organising building maintenance.

Please see the job description for further information about the role.

Person specification

The successful candidate will have the following key attributes:

Essential

- Proven experience of good IT skills (Microsoft Office: Word, Outlook, Excel & Access; Internet, MailChimp, Survey Monkey)
- A high standard of written and verbal communication
- Excellent interpersonal skills; able to work well with the public and makers
- The ability to work collaboratively and to offer willing support to colleagues

- A high standard of personal organisation and attention to detail
- Level headed with the ability to work under pressure
- Capacity to work occasional evenings and weekends

Desirable

- An interest in art and craft
- Experience of running a busy office
- Experience of maintaining office IT systems
- Relevant training or experience of maintaining policies to ensure health, safety and security within an organisation (eg First Aid, Health & Safety, Fire)
- Academic or other qualifications in an appropriate field

SALARY

The salary offered will be within our Grade 4 scale (£16,575 - £19,500 full time per annum). Other benefits of working at the Guild include discounts on craft and food from the café, and 30 days paid holiday per year (inclusive of bank holidays). We offer an auto-enrolment pension at the basic rate.

HOURS

This full time post is for 37.5 hours per week based at Riverside Mill, Bovey Tracey. Basic hours of employment will be five days a week (from 9am to 5.30pm), with a one hour lunch break. This role will require occasional weekend and evening work, e.g. attendance at private views and other events. No overtime is payable but time in lieu is offered, to be mutually agreed with your line manager.

Probation and notice period

The probationary period is three months, during which the notice period is 1 week on either side. Following the completion of a successful probationary period, the notice period is 4 weeks on either side.

Training

The Devon Guild is committed to the continuous development of the knowledge and skills of employees.

Equal Opportunities

The Devon Guild has an Equality and Diversity Policy and all employees agree to abide by its terms.

Candidates who consider they may have a disability

Reasonable adjustments will be made to the job requirements or recruitment process for candidates with a disability. If you consider yourself to have a disability you should indicate this in your application, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview. Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

APPLICATION PROCEDURE

Please submit the following:

- A statement setting out clearly how you meet the selection criteria detailed in the person specification and the job description.
- A current CV together with the names of at least two referees, one of whom should be your current or most recent employer
- An equal opportunities in employment monitoring form.
Candidates should note that the equal opportunities monitoring form is used for monitoring purposes and is never included in the short-listing process; all applicants are selected against the person specification only.

The closing date for return of applications is 5pm on Monday 21 January 2019.

Applications cannot be accepted after this time.

Interviews will take place week beginning Monday 28 January 2019.

Please e-mail or post applications to:

Alison Penwell, Office Manager, Devon Guild of Craftsmen, Riverside Mill, Bovey Tracey, Devon TQ13 9AF

E-mail: alison.penwell@crafts.org.uk

Additional details about the Devon Guild are available on www.crafts.org.uk

The Devon Guild of Craftsmen is an equal opportunities employer.

The Devon Guild is committed to ensuring that our delivery of services and employment practices reflect the highest possible quality standards, including a strong commitment to equality and diversity. We recognise that people with different skills, cultures and experiences bring fresh ideas and perceptions that benefit the organisation and all of its stakeholders and therefore welcome applicants from all backgrounds.

The information in this pack is available in other formats on request.