

**Grants and Membership Administrator**(0.6 FTE, 6 month contract) Application Pack

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**Job description**

**Job Title:** Grants and Membership Administrator

**Contract:** 0.6 FTE for 6 months

**Location:** Remote working from home in UK

**Principal purpose:**

* To provide efficient administrative support for Heritage Crafts’ grant, award, bursary and membership programmes, ensuring seamless operations and contributing to the organisation’s mission to sustain and promote heritage crafts across the UK.

**Key tasks and responsibilities:**

***Administrative support***

* *Grants, awards, and bursaries:*
  + Process applications (including confirming receipt, tracking progress, updating applicants, etc).
  + Coordinate monitoring/evaluation processes, including collating recipient updates and case studies.
* *Membership:*
  + Process membership sign-ups, renewals and payments, ensuring a smooth onboarding and renewal experience, and encourage lapsed members to renew.
  + Maintain the Makers’ Directory and liaise with members to update profiles.
  + Assist in the creation of membership materials and member portal content.
* *Communications:*
  + Respond to mailbox inquiries (shared responsibility), ensuring accurate and timely responses, and consolidate common answers for the FAQs section of the website.
  + Promote grant, bursary, award and membership opportunities via email, social media, newsletters, and partner networks using approved messaging.
  + Administer access to Facebook Groups and WhatsApp Communities for new and lapsed members and recipients.
  + Update the Heritage Crafts website as required.
* *Database processing:*
  + Maintain and update the CRM database with applicant, recipient and member data, ensuring GDPR compliance.
* *Event support:*
  + Assist with logistics for the Recipient Circle and regional Craft Cafés, including email/WhatsApp reminders, speaker coordination, and post-event follow-ups.

***Continuous improvement***

* Gather feedback from stakeholders to refine processes and enhance user experience.
* Identify new dissemination channels to expand outreach.

***General requirements***

* Gain a working knowledge of Heritage Crafts and be well briefed in its key aims, objectives and current projects.
* Process contact and personal information in accordance with Heritage Crafts’ Data Protection Policy.
* Provide administrative cover for the other staff members as and when required.
* Undertake any other tasks, training or appraisal recommendations as appropriate.

**Person specification**

**Essential criteria**

* High standard of general administrative skills, including routine office tasks such as answering emails, keeping records, processing data, writing reports, organising meetings etc.
* Ability to prioritise workload, meet deadlines and maintain an impeccable attention to detail.
* High level of interpersonal, written and verbal communication skills.
* Experience of building good working relationships with a wide range of people from different walks of life.
* Interest in traditional crafts or the heritage sector.
* Ability to be self-motivated, self-directed, punctual and well organised.
* Willingness to work remotely for extended periods of time.
* Ability to adapt to new working methods, particularly in IT.
* Willingness to travel, on occasion, including overnight stays.
* Access to a reliable broadband connection and contactable by phone during working hours.
* Commitment to adhere to and champion Heritage Crafts’ values.
* Commitment to increasing diversity and representation.

**Desirable criteria**

Experience of:

* Working in a charitable/not-for-profit organisation
* Grants or awards processing
* Membership acquisition, processing, programming or content creation
* Website administration
* Social media posting
* Email marketing and data processing (e.g. Mailchimp)
* Online payment processing
* Image and/or video editing
* Using a Customer Relationship Management (CRM) system
* Working in the traditional crafts or heritage sector

### **Equality, diversity and inclusion statement**

Heritage Crafts:

* is committed to encouraging equality, diversity and inclusion among our members, staff and volunteers.
* aims to be representative of all sections of society and expects our staff, trustees, associates and anyone involved in the organisation to respect our values.
* goes beyond legislative compliance to make equality, fairness and diversity integral to everything we do. We opposes all forms of unlawful and unfair direct or indirect discrimination.

*Our full Equality, Diversity and Inclusion policy can be* [*viewed here*](https://heritagecrafts.org.uk/wp-content/uploads/2022/06/Equality-Diversity-and-Inclusion-Policy-UPDATED-15-January-2022.pdf)*.*

**About Heritage Crafts**

Heritage Crafts is the UK charity for traditional heritage crafts, registered as a charity in in 2010, a Charitable Incorporated Organisation in 2014, and an accredited NGO for UNESCO in the field of Intangible Cultural Heritage since 2017. Working in partnership with government and key agencies, it provides a focus for craftspeople, groups, societies and guilds, as well as individuals who care about the loss of traditional crafts skills and works towards a healthy and sustainable framework for the future.

**President:** HM King Charles III

**Charitable purpose** – to advance public knowledge and appreciation of traditional and heritage crafts, in particular, but not exclusively, through education, advice and training.

**Mission** – to support and promote heritage crafts as a fundamental part of our living heritage.

We do this through

* **Knowledge** – researching the status of heritage crafts and identifying those crafts in decline or in imminent danger of being lost.
* **Advocacy** – communicating the vital importance of heritage craft skills to the public, Government, key agencies and organisations.
* **Safeguarding** – ensuring that the highest standard of heritage craft skills are passed from one generation to the next and are recorded for posterity where necessary.
* **Support** – supporting heritage craftspeople to continue to practice, nurture and pass on their craft.
* **Engagement** – actively raising awareness and interest in heritage craft skills with the wider public and offering opportunities to engage.

**Values**

Our work is underpinned by our proactive commitments to:

* **Equity and inclusivity** – removing barriers to participation and fostering appreciation of heritage crafts across diverse communities.
* **Credibility and authority** – reflecting the extensive expertise of our heritage craft communities.
* **Collaboration and cooperation** – facilitating connection between makers, supporters and partner organisations.
* **Sustainability and stewardship** – being mindful of the cultural, social, economic and environmental impacts of heritage crafts.
* **Integrity and honesty** – operating openly, accountably and fairly.
* **Continual learning and development** – safeguarding heritage skills by adapting to changing social, cultural and economic contexts.

We work with organisations and individuals who share these values, and expect everyone involved with Heritage Crafts to uphold them.

**Main conditions of employment**

**Hours:** 22.5 hours per week. While hours can be flexible to take account of personal circumstances, they should fall within the standard working day of 9am to 5pm, Monday to Friday, unless otherwise authorised. There will be occasional compulsory evening or weekend work for which time off in lieu will be given.

**Location:** Home-based, with occasional travel to London and other locations as required.

**Salary:** £14,319.48 (pro rata £23,865.80).

**Contract:** 6 month contract. There will be a three-month probationary period.

**Reporting:** Line management to be confirmed, with dotted-line reporting on a project basis to the Grants and Awards Officer and the Membership and Philanthropy Officer.

**Notice:** If you decide to terminate your employment with Heritage Crafts you need to give written notice as follows:

* + - * Less than one month's continuous service – one day
      * During your probationary period – one week
      * After completing your probationary period – one month

You are encouraged to give as much notice as possible of your intention to leave to facilitate the recruitment of your successor.

If Heritage Crafts has to terminate your employment, other than as a result of the disciplinary procedure, minimum notice will be given as follows:

* Less than one month's continuous service – one day
* During your probationary period – one week
* After completing your probationary period – a minimum of one week, rising by one week for every full year of employment, to a maximum of 12 weeks. Continuous service beyond 12 years will remain at 12 weeks’ notice.

If it is known that we will have to terminate your employment, we will give as much notice as possible to enable you to seek other employment.

**Holidays:** 15 days annual leave per annum plus 4.8 UK public holidays per annum (pro rata 25 days annual leave per annum plus 8 UK public holidays per annum). For the 6-month contract this works out to 7.5 days annual leave plus 2.4 days UK public holidays.

**Sick leave:** Statutory sickness benefits apply.

**Pension:** Statutory workplace pension benefits apply.

**Period of** 3 months

**probation:**

### **How to apply**

Thank you for your interest in the position of Heritage Crafts Grants and Membership Administrator (0.6 FTE, 6 months).

Please read the information in this pack before making your application. Please align your supporting statement with the job description and person specification, substantiating your points with real-life examples.

We have provided this pack online so that it is as accessible as possible. However, if you need this information in a different format, please email [info@heritagecrafts.org.uk](mailto:info@heritagecrafts.org.uk).

We particularly welcome candidates who consider themselves under-represented in arts, crafts or heritage sectors.

Please return your completed application form by **5pm on Friday 4 April 2025**. Shortlisting will be based on the application form alone – CVs will not be accepted.

We prefer applications to be emailed to [info@heritagecrafts.org.uk](mailto:info@heritagecrafts.org.uk). Paper applications should be addressed to Heritage Crafts, 81 North Street, Wellington, Somerset TA21 8NA.

If you have any queries about the post or the application process please contact Daniel Carpenter, Executive Director, at [daniel@heritagecrafts.org.uk](mailto:daniel@heritagecrafts.org.uk). You may also find it useful to visit the Heritage Crafts website at [www.heritagecrafts.org.uk](http://www.heritagecrafts.org.uk).

Interviews will be held via the Zoom video conferencing platform week beginning 21 April 2024. Shortlisted candidates will also be asked to complete a written task as part of the selection process.

**Application form – Heritage Crafts Grants and Membership Administrator**

Please complete all sections of this form as fully as possible. Shortlisting will be based on the application form alone – CVs will not be accepted.

**Personal details**

Forename(s):

Surname:

Address:

Postcode:

Telephone (day): Telephone (evening):

Email address:

Please state the earliest date you could take up post, if offered the job:

Please indicate where you saw the job advertised:

**Referees**

Please give the names and addresses of two referees. References may be taken up for shortlisted candidates. If you do not wish one or both of your referees to be approached unless a job offer is made, please indicate below.

***Referee 1:***

Name: Relationship to applicant:

Address:

Postcode:

Telephone (day): Telephone (evening):

Do not approach unless a job offer made: [ ]

***Referee 2:***

Name: Relationship to applicant:

Address:

Postcode:

Telephone (day): Telephone (evening):

Do not approach unless a job offer made: [ ]

**Employment history**

Please give details of your employment history (there is no need to go further back than ten years unless there is employment of specific relevance that you would like us to know about).

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| --- | --- | --- | --- |
| ***Dates:*** | ***Organisation:*** | ***Job title:*** | ***Key responsibilities:*** |
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**Education**

Please give details of your education and qualifications gained.

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| --- | --- | --- |
| ***Dates:*** | ***Institution:*** | ***Subject/qualification:*** |
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**Other relevant interests, hobbies or volunteering experience:**

**Suitability for the post**

Please read the Key Tasks and Responsibilities and indicate how your experience, qualifications or aptitude fit you for each criterion of the Person Specification for this post (please attach additional sheets if necessary). Please provide specific examples and evidence where possible.

**Equality, Diversity, and Inclusion** – *confidential – for monitoring purposes only*

Heritage Crafts wants to make sure that we are an equal opportunities employer in practice and are aware that historically certain communities have been under-represented. It is important that we understand how the various constituencies we serve are becoming more or less representative of the wider population over time, so that we can adjust our future recruitment accordingly to remove any barriers to participation.

We will separate this part of the survey from your previous responses and identifying details, and will only use the data to determine overall figures. It will then be deleted in accordance with our privacy policy. It will not form part of the selection process.

**To which age group do you belong?**

* 18-25 [ ]
* 26-35 [ ]
* 36-45 [ ]
* 46-55 [ ]
* Over 55 [ ]
* Prefer not to say [ ]

**Do you have caring responsibilities?** *If yes, please tick all that apply*

* Primary carer of a child/children (under 18) [ ]
* Primary carer of a disabled child/children (under 18) [ ]
* Primary carer of a disabled adult (18 and over) [ ]
* Aged care provider [ ]
* Secondary carer (another person carries out the main caring role) [ ]
* Prefer not to say [ ]

**Sexual orientation, gender identity and gender expression**

Language, particularly in relation to sexual orientation, gender identity and gender expression, involves social constructs which evolve over time. The definitions below are not meant to label individuals but are meant to be helpful functional descriptors. They are not standardised and may be used differently by different people. For the purposes of this survey, persons of a minority sexual orientation and/or gender identity include individuals who identify as:

a) Transgender, gender non-conforming, queer, or a similar term; and/or

b) Lesbian, gay, bisexual, queer, asexual or a similar term.

According to the description above, do you consider yourself to be a person of minority sexual orientation and/or gender identity?

• Yes [ ] • No [ ] • Prefer not to say [ ]

If you wish to provide further details please select those that best describe your sexual orientation or gender identity:

* Asexual [ ]
* Bisexual [ ]
* Gay [ ]
* Heterosexual/Straight [ ]
* Homosexual [ ]
* Intersex [ ]
* Lesbian [ ]
* Non-binary/Gender non-conforming [ ]
* Pansexual [ ]
* Queer [ ]
* Questioning [ ]
* Trans [ ]
* Other [ ]

**Visible or racialised minorities**

A person in a visible or racialised minority group in the United Kingdom is someone who is non-Caucasian in race or non-white in colour, regardless of place of birth.

According to the description above, are you a member of a visible or racialised minority group?

• Yes [ ] • No [ ] • Prefer not to say [ ]

If you would like to provide further details please select those that best describe your origin:

* Black British/Sub-Saharan African/African-Caribbean [ ]
* East Asian (including Chinese, Korean, Japanese etc) [ ]
* South East Asian (including Filipino, Thai, Vietnamese etc) [ ]
* South Asian/East Indian (including Indian, Bangladeshi, Pakistani etc) [ ]
* West Asian/North African/Arab (including Egyptian, Libyan, Lebanese,  
  Iranian etc) [ ]
* Latin American (including indigenous persons from Central and   
  South America etc) [ ]
* Person of Mixed Origin (one parent in one of the visible/racialised  
  minority groups) [ ]
* Other [ ]

**Disability**

For the purposes of this survey, persons with a disability are people who have chronic, long-term or recurring physical, sensory, mental, learning or intellectual needs, which, in interaction with a barrier, hinders that person’s full and effective participation in society.

According to the description above, do you identify as a disabled person?

• Yes [ ] • No [ ] • Prefer not to say [ ]

If you would like to provide further details, please select those that best describe your circumstances:

* Coordination or dexterity [ ]
* Mobility [ ]
* Blind or visual impairment [ ]
* Deaf or hard-of-hearing [ ]
* Speech impairment [ ]
* Learning or developmental delay [ ]
* Other [ ]

Thank you for your help.