



# **Office Assistant**

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Recruitment Pack

*Prepared December 2021*

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# Office Assistant

## Key information

**Salary:** £17,500 pro rata

**Term:** Permanent

**Part-time:** 28 hours per week

**Location:** Studio 6, Castle Mills, 2 Gilmore Park, Edinburgh EH3 9FN

Please note, that the Craft Scotland team are currently working from home. We plan to return to the office in 2022, once government advice allows. We will continue to offer a mix of home and office working in future, however given the nature of this role we expect the majority of the role holder's time to be spent in the office.

**Reporting to:** Director

## Key dates

**Closing date:** Midnight, Thursday 6 January 2022

**Interview date:** Thursday 13 January 2022

**Ideal start date:** Late January/early February 2022

## Introduction

Craft Scotland has an opportunity for an Office Assistant to join our dynamic team. Based in the creative hub of Castle Mills in Edinburgh, this role will support the day to day running of the organisation and support the Craft Scotland team in delivering our programme more widely.

Craft Scotland is the national development agency for craft. We put makers at the heart of all we do, championing diverse and high-quality contemporary craft. We help people learn about, appreciate and buy craft, promoting the contribution of craft to Scotland's cultural, economic and social well-being.

Through our events and exhibitions programme, learning programme, digital platforms and strategic partnerships, we provide leadership for the sector. We create opportunities for makers to develop their creative and business practice, and to exhibit and sell work in Scotland and beyond.

Craft Scotland is a registered charity supported by Creative Scotland. Craft Scotland is a member of Arts & Business Scotland, we have taken the Scottish Business Pledge, and we are a Digital Participation Signatory and a Living Wage Employer.

## Joining Craft Scotland

Craft Scotland feels passionately about building a great workplace for our team and we have developed new Support & Supervision guidelines. We cultivate a collaborative working environment where we do our best work for our stakeholders. With guidance from your Line Manager, you will create an annual Personal Development Plan to identify areas to allow you to progress and develop within your career including in-house learning opportunities, training and reading.

Each quarter, you can take a Research Day to focus on an area of interest and then share this learning with the team. Once a year, you will be given a £50 Health & Wellbeing contribution towards an activity and/or equipment that supports your wellbeing.

## Equal Opportunities & Access

Craft is culturally significant, essential to our economy and meaningful to our communities. Craft Scotland believes that everyone should have the opportunity to see, enjoy, learn about and participate in craft.

We are committed to equality and opposed to all forms of unfair discrimination.

We welcome applications from underrepresented in the cultural sector: including but not limited to candidates with lived experience of being Black, Asian, Mixed Heritage and/or a Person of Colour, Refugee, D/deaf, Neurodivergent, Disabled, and/or LGBTQIA+.

Craft Scotland is an Equal Opportunities Employer and our offices at Castle Mills are accessible. We welcome applications from candidates from all backgrounds.

**Read:** [Craft Scotland Equalities, Diversity & Inclusion Update](#)

## Support with your application

Please do get in touch if you are interested in this vacancy but feel there are barriers limiting your ability to apply and/or participate in the interview process. Examples include, but are not limited to:

- Accessibility
- Slow internet

This application pack is available in simplified word format, and we are happy to accept video applications.

If you have any questions, or if you require any assistance to complete your application or to attend an interview, then please get in touch in advance of the closing date.

Contact Irene Kernan, Director, by email: [irene@craftscotland.org](mailto:irene@craftscotland.org)

Please note that the Craft Scotland office will be closed 22 December 2021 – 4 January 2022, inclusive.

## Additional organisational benefits

- 34 days annual leave (this includes bank holidays) pro-rata
- 7% employer pension contribution (on completion of three-month probationary period)

## Vacancy details

The ideal candidate will have a proven track record of administration and office management and have a keen eye for detail. Additionally, you will have strong interpersonal and organisational skills.

## Key accountabilities/deliverables

- Providing administrative support to the Craft Scotland team:
  - Contacting participants/speakers/networks on behalf of the organisation (mail merges)
  - Setting up and distributing online surveys (including supporting funder reporting)

- Preparing documents, papers and PowerPoint presentations with provided content
- Administration support at selection panels (before, during and after)
- Support the Head of Communications & Digital to implement a CRM system and be responsible for managing and updating
- Support the financial administration of the organisation
- Supporting the Craft Scotland team in the set-up of meetings and events (internal/external including Board meetings):
  - Calendar management for Craft Scotland team and Board
  - Planning and minuting meetings including Board meetings (in person, online and hybrid)
  - Booking venues
  - Booking conference/workshop places
  - Calendar coordination (including Doodle polls)
  - Setting up Zoom/Teams meetings
  - Arranging and booking travel / accommodation
  - Arranging refreshments / hospitality
  - Minuting
  - Sending post-event correspondence (notes, papers, videos, links, surveys etc.)
- Assisting the Director:
  - Reviewing and maintaining the organisational governance calendar and business continuity plan
  - Assisting the Director with any other administrative tasks as necessary
- Office administration:
  - Reception duties and first point of contact for the office including monitoring and following up queries with general email inbox
  - Supplier management for office, IT online apps and software
  - Organising annual inspections and statutory safety reviews
  - Maintaining the team's IT licenses, products and antivirus software
  - Stationery, IT and equipment orders and stocktaking for home and office work

- Supporting and maintaining organisational records, filing and back-up (online and hard copy) including responsibility for ensuring our cloud file sharing folders are organised (Sharepoint / Dropbox)
- Overseeing and managing Breathe HR - online employee HR software
- Responsible for ensuring password management software is organised and passwords are up to date
- Being familiar with best practice office procedures, and with Health & Safety, First Aid and GDPR policies and procedures
- Responsible for managing cleaning service for the office and ensuring all Health & Safety, First Aid regulations are in place including Coronavirus (COVID-19) guidance
- Responsible for liaising with building landlord on behalf of organisation and ensuring all access requirements met
- Responsible for coordinating the onboarding of the new members of staff (including ensuring Joining Craft Scotland handbook is up to date).
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity
- Actively support Craft Scotland's commitment to minimise the organisation's impact on the environment
- Other administrative duties, as required



## Capability profile

### Essential skills:

- Proven track record of administration and office management duties
- Proven track of dealing with sensitive and confidential information on a regular basis
- Excellent organisational, literacy and numeracy skills
- Consistent attention to detail, accuracy and strong ability to see tasks through to completion
- Good interpersonal skills - over the phone, by email and in person
- Ability to take minutes and prepare formal papers
- Ability to use initiative and prioritise tasks effectively
- Excellent problem-solving skills and ability to troubleshoot effectively
- Ability to work equally well individually and as part of a small team
- Good IT skills (PC), particularly Excel and Word (office 365), and Adobe Acrobat DC for PDFs
- Good IT skills (online), particularly Zoom, Survey monkey and Otter.ai
- Flexible and willing to support all aspects of Craft Scotland's work

### Desirable skills:

- An interest in or knowledge of the craft sector in Scotland

## Key relationships

- Craft Scotland team, and Board members
- Makers participating in Craft Scotland's programmes
- Studio holders, staff and users of the Castle Mills building

## How to apply

Please apply outlining your skills and experience in relation to the vacancy details and capability profile. Your application should include:

- Covering letter (max 1 x A4 pages)
- Current CV (max 2 x A4 pages)
- 2 x relevant referees (please include Name, Organisation, Job Title, Email and Contact Phone Number. Please also detail in what capacity they know you)

Applicants should apply through the [Craft Scotland online application form](#).

- Full URL: <https://craftscot.wufoo.com/forms/pl25tuw00q3h4mr/>

We also ask you to complete our [Equal Opportunities Monitoring Survey](#) (voluntary).

- Full URL: <https://www.surveymonkey.co.uk/r/SGG6DPK>

This survey can be completed anonymously. It does not form part of your application and will not be used in any part of the selection process, but it is useful for our own review.

**This information is also available as a simplified word document.**

# Craft

## SCOTLAND

## About

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Craft Scotland is the national development agency for craft.

We put makers at the heart of all we do, championing diverse and high-quality contemporary craft.

We help people learn about, appreciate and buy craft, promoting the contribution of craft to Scotland's cultural, economic and social well-being.

Through our exhibitions and events programmes, digital platforms and strategic partnerships, we provide leadership for the sector.

We create opportunities for makers to develop their creative and business practice,

and to exhibit and sell work in Scotland and beyond.

Scotland has a proud history of making and its skilled makers have a well-deserved international reputation.

Makers are using traditional and cutting-edge techniques across a wide range of practices including; ceramics, glass, metalwork, textiles, basketry, furniture and jewellery.

Their creativity supports Scotland's economy and its international reputation for innovation and entrepreneurship.

We are a registered charity supported by Creative Scotland.

## Contact

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Craft Scotland, Studio 6, Castle Mills  
2 Gilmore Park, Edinburgh EH3 9FN

[www.craftscotland.org](http://www.craftscotland.org)

[hello@craftscotland.org](mailto:hello@craftscotland.org)

+44 (0)131 357 3288



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