



Crafts Council

Collect Fair Officer

Fixed Term - Six Months, Full-Time

JOB DESCRIPTION

Job Title
Collect Fair Officer

Contract and Hours

Full time (36.25 hours per week) ordinarily worked from Monday to Friday each week* with a great degree of flexibility required during the immediate build up to and during the Collect Fair held between 25 February and 01 March 2026. To include evening and weekend work.

*A typical working day is 9.15-5.30pm, including a lunch break (unpaid). Ordinarily a minimum of three days per week are to be worked at Crafts Council office. Office and site attendance to be confirmed during this period.

Salary

£30,000 gross per annum based on full time working, pro rata-ed for 6-month contract.

Location

Crafts Council Office and Gallery is based in Islington, London, with some hybrid / home working.

Period of role

06 October 2025 – 27 March 2026

Reporting to
Senior Fair Manager

Working with
Fair Director
Head of Operations
Market Consultant
Marketing Manager
Collectors' Programme Consultant
Digital Marketing Officer

About Us

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

Craft has the power to transform lives. It preserves traditions, inspires creativity, promotes sustainability, boosts mental health and well-being, and strengthens our communities. At a time when the world feels increasingly fast-paced and



disconnected, craft invites us to slow down, live resourcefully and connect with others.

We want to inspire even more people to create, connect, and make a lasting difference through craft.

We aspire to:

- Empower makers to grow sustainable, thriving businesses
- Foster an inclusive, resilient craft sector for generations to come
- Bring craft education to more schools and communities
- Champion the positive impact of craft on mental health and well-being

Discover more about our work [here](#).

About Collect 2026

25 February - 01 March 2026
Somerset House, London, UK

Presented by Crafts Council, Collect is the leading international fair for contemporary craft and design, representing the pinnacle of artistry and creativity. Collect presents collectors with the most exciting international living artists making contemporary craft and design today. 40 international galleries representing over 400 exceptional contemporary craft artists fill Somerset House. Approved by an external Advisory Panel, over 80% of the work has been made in the past five years with many newly commissioned pieces especially for the fair.

Introduction to the Role

This role provides vital support to the successful planning and delivery of Collect, the Crafts Council's flagship international fair for contemporary craft and design. Working closely with the Fair Manager and wider team, the post holder will coordinate a range of administrative, content, and logistical tasks in the lead-up to and during the fair. The role requires excellent organisation and communication skills, and attention to detail, as well as the ability to manage multiple tasks and priorities. It also includes hands-on responsibilities during the live event, supporting exhibitors, volunteers, and VIPs on site.

Role Objectives

The postholder will:

- Support the wider team by carrying out administrative tasks
- Provide excellent customer service to exhibitors and visitors of the fair
- Ensure set deadlines are met and tasks delivered to a high standard
- Recruit and manage a team of event volunteers

Main Duties

Preparing for the fair

- Order all on site sundries as requested by Head of Operations and Collect Fair Manager, manage delivery and receipt of these to CCHQ or Somerset House as required



- Monitor the Collect inbox and respond to general enquires
- Assist the Fair Manager in the distribution of invitations to the fair, including those allocated to exhibitors, sponsors and partners for their distribution
- Assist the Fair Manager in the smooth running of the ticketing system
- Assist team members with administrative tasks as required

Administration

- Keep exhibitor contact information up to date in Salesforce
- Ensure documents and assets are filed correctly on the server
- Ensure all receipts for purchases are logged and processed in line with Crafts Council procedure
- Ensure up to date with latest GDPR procedures

Content

- Work closely with the Collect marketing team, collate and organise required assets to deliver the marketing campaign
- Manage photos and videos on Dropbox, ensure correctly labelled and filed, including those received by external parties
- Liaise with marketing partners to receive advertisements or other required content to fulfil deliverables
- Prepare exhibitor content to enable production of Collect web pages and printed catalogue, including working closely with exhibitors to receive content (images and copy), standardising/proof reading copy, and ensuring exhibitor sign off of catalogue pages
- Assist with the coordination of the Talks Programme
- Ensure artist list records are kept up to date and changes are reflected across relevant assets/relevant team members notified

Volunteers

- Recruit a team of Volunteers and carry out an in-person induction meeting ahead of the fair
- Manage a team of Volunteers on site during the fair including briefing when they first arrive on site, scheduling timetables, planning tasks and ensuring expense forms are completed accurately and submitted on time

On site

- Set up the on-site Organisers Office inc. ensuring all required stationary and equipment is available to staff
- Support the core team in delivery of full live fair including early morning working and evening events
- Assist the Collect Fair Manager in the smooth running of the Exhibitor/VIP desk, ensuring the highest quality customer service is maintained and helping to brief other team members working at the desk with how to respond to FAQs
- Attend staff briefing sessions with Somerset House Visitor Experience team and ensure correct and consistent information is relayed to Volunteers



- Oversee the stuffing of VIP goody bags and ensure these are distributed as needed by liaising with relevant team members

General

- Have a strong commitment to accessibility and social justice, ensuring that we are adhering to best practice
- Assist in developing and maintaining effective teamwork across Crafts Council
- Be flexible within the broad remit of the post
- 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 and Safeguarding policies and practices
- Adhere to Crafts Council policies, procedures and code of conduct including in relation to GDPR
- Participate as an active and responsible member of the management team and contribute to the development of Crafts Council policies, strategies, business and operational plans
- Understand the importance of equality and inclusion in the workplace
- Always promote the highest level of customer experience
- Undertake any other duty which may be reasonably allocated



PERSON SPECIFICATION

AREA	ESSENTIAL / DESIRABLE
Experience, Knowledge, Training	
Knowledge and experience of office admin systems and their application (high level of computer skills including Microsoft Office)	E
Experience in providing exemplary customer service	E
Experience of using Customer Relationship Management (CRM) systems such as Salesforce	E
Experience supporting the planning and delivery of events or fairs	E
Skills, Abilities, Aptitudes	
Good budget, finance and invoice management skills	D
Ability to multitask and prioritise tasks in a fast-paced environment	E
A collaborative mindset and a team player	E
Strong written and verbal communication skills	E
High level of attention to detail	E
Interests, Qualities, Values	
Curiosity, kindness, considered ambition	D
An interest in contemporary art craft and design	D
Interest in and commitment to equity and social inclusion	E
Commitment to our core values: pioneering, open, playful	E



How to Apply

Please provide a CV and covering letter including the following information:

- Your interest in working for the Crafts Council and this position
- Details of your relevant knowledge, skills and experience
- Please outline how your experience relates to the key aspects of this role. For example, you might tell us about a time you managed complex administrative tasks under pressure, coordinated content across multiple stakeholders, or supported the delivery of a live public event.

Please email your CV and covering letter to recruitment@craftscouncil.org.uk.

Please complete our Equal Opportunities Monitoring Form [here](#).

Deadline: 01 September 2025

Interviews: w/c 8 September 2025

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

Please email recruitment@craftscouncil.org.uk if you have any questions, to submit applications or to request information in an alternative format. Please let us know if you would like to arrange for an informal conversation prior to making an application.

Equity and Inclusion

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.

If you would like more information about accessibility before applying to a role or attending an interview, please refer to our [access document](#). You are very welcome to contact our People Team via recruitment@craftscouncil.org.uk for further support.

Our Employee Company Benefits

We offer a flexible and supportive working environment, with a range of benefits and opportunities to develop.

This includes:

- 7% Employer and 3% employee pension contribution
- Flexible and hybrid working for staff, where possible for role
- 25 days holiday plus bank holidays per year – pro rata for part time staff.
- Potential for discretionary additional paid leave between Christmas and New Year
- Company Sick Pay offering 65 days basic pay in any rolling 12-month period
- Competitive Maternity, Paternity and Shared Parental Leave policy



- Home life leave
- Regular training opportunities & personal learning time
- House moving day
- Employee Assistance Programme including in-person counselling
- Interest free Season Ticket Loans and Cycle to Work scheme

Discover more about the Crafts Council [here](#).