



[AccessArt Membership & General Administrator](#)

21 hours per week, spread over 4 days during UK office hours

Fully remote

£16 per hour, equivalent to £31,200 FTE

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Introduction

AccessArt is recruiting a Membership & General Administrator. The successful applicant will join a close and enthusiastic [small team](#), supported by Trustees, to contribute to a growing and highly creative organisation.

We are looking for someone with excellent IT skills able to work as an administrator with efficiency and precision. You should have experience of handling payment systems, working remotely. You will enjoy interacting with our members and building relationships. You will enjoy working as part of a small and highly agile team.

You should be able to follow instructions and established protocols in an accurate and timely manner. You should be self-motivated, able to work alone, but understand the impact of your work on others. The successful candidate will be very much part of a team, supporting the Membership Manager and working alongside our other Membership Administrators, Creative Director, Business Manager and Bookkeeper. Although you will be working remotely (from home), the team works very closely together online, via zoom, chat and email.

Finally, you should be available to work during office hours, spreading your 21 working hours over 4 days. Ideally we would also like the successful candidate to be in a position to expand the number of hours they can commit to the role, as and when the organisation grows.

Full training will be given.



Status of Employment

The role is offered on an employed basis as a permanent contract with an initial 3 months probationary period. The salary will be £16 per hour and you will be contracted initially to work 21 hours per week. Statutory employment rights apply <https://www.gov.uk/employment-status/employee>

The successful applicant should be based in the UK. All employees work for AccessArt remotely (from home). Line-Managed by: Andrea Butler, Membership Manager.

Timeline

- Deadline for Receipt of Applications: 5pm 26th March
- 1st Round Interviews (via Zoom): 9th April
- 2nd Round Interviews (via Zoom): 19th April
- Role Begins: May 2024

How to Apply

Application is by Letter of Application & CV. **Please address your application to Alison Sharkey, Business Manager and email your submission (detailed below) to jobs@accessart.org.uk. Please add “Membership Admin Role” to your subject header.**

Please submit:

- CV (no more than 2 sides A4)
- Letter of Application: Please send a letter of application answering these questions:
 - Why do you want this job?
 - What skills & experience do you have that will help you do this job?
 - Why do you think you would be the best fit as our new Administrator? (please refer to the essential and desirable attributes in the person specification below AND our [8 Core Values](#) which outline how we operate as an organisation).

The letter of application should be around 400 to 450 words. It should be on a single A4 page with default (normal) margins, 12 point font size, and 1.5 line spacing. Additional pages will not be read.

- 2 Referees, including contact details.



Please note that due to the quantity of applications we expect to receive we cannot enter into correspondence and answer individual questions, though we will acknowledge all applications within 5 days of their receipt, and notify all candidates of the outcome of their application. **If you haven't had confirmation that we have received your application please contact alison@accessart.org.uk.**

Detailed Job Description:

The role is split into two areas. The majority of your time will be spent helping administer [memberships](#). In addition you will also provide admin support to our Zoom CPD programme.

You will work to learn appropriate skills and understand how AccessArt operates, to enable you to:

- Process new and existing members. This involves a series of interactions between MemberMouse (membership software: full training will be given), Paypal, GoCardless, Stripe, Clearbooks (payment and accounting software) and will include:
 - Creating new memberships using Wordpress/Membermouse/ interface. Sending renewals. Updating user info.
 - Processing new memberships via GoCardless, and interacting with Paypal, Stripe & Clearbooks.
 - Communicating with schools and other organisations / individuals to help and manage memberships, via telephone and email.
- Assist with general admin tasks, in particular relating to our Zoom CPD events programme. This will include:
 - Uploading events to Ticket Tailor
 - Creating events on the AccessArt website using Wordpress
 - Managing Ticket Holder communications
 - Managing post event communications.

Equality of Opportunity and Access:

AccessArt does not discriminate on the basis of gender, sexual orientation, marital or civil partnership status, any gender reassignment, race (including, colour, nationality, ethnic or national origin), religion or belief, disability or age, pregnancy or maternity or part-time or full-time worker.

We are keen to attract a wide range of interest in this role. We hope to encourage those who are currently underrepresented voices in our sector to apply.

Please let us know whether if shortlisted, and invited for interview, you require any particular access requirement.



Find out more about AccessArt

AccessArt has a unique working culture. Please explore the following links before you apply to understand more about AccessArt.

www.accessart.org.uk/inspirational-visual-arts-resources/

www.accessart.org.uk/8-values-accessart/

www.accessart.org.uk/special/

www.accessart.org.uk/teamaccessart/

www.accessart.org.uk/inspirational-visual-arts-resources/board-of-trustees/

[Facebook](#)

[Instagram](#)

Attributes	Essential	Desirable	Mode of identification
Qualifications	Education to H.E. level: Degree or HND level qualification		Application
Experience	Minimum of 2 years in a relevant organisation or environment (voluntary or paid) in an administration capacity	An interest in the visual arts and belief in arts education for all	Application
Specialist Knowledge	Very able to work digitally, Experience using Systems such as Wordpress, GoCardless, Stripe, Paypal or Clearbooks* Able to use Word and Excel with accuracy. Able to follow protocols. Able to work to deadlines. *We recognise you may not have used these exact systems but need to see you have used equivalents.	Experience of interfaces such as GoCardless, Paypal, Emailblaster, Ticket Tailor, Wordpress	Application Interview
Communication	Effective, accurate and friendly verbal and written communication Close attention to detail and good grasp of English language		Application Interview
Teamworker	Able to work in a small team, independently and collaboratively Able to take initiative when needed Able to follow existing protocol and understand complex systems Able to take instruction Able to nurture individual relationships		Application Interview
Personal qualities	Excited at the prospect of helping to further build the organisation Excited to work in a busy, dynamic organisation Happy to respond to tasks and able to manage busy inbox and prioritise tasks. Organised, flexible, quick learner, Work to deadlines Think analytically, Practical and efficient		Application Interview
Specialist working conditions	Commitment to GDPR privacy policy and data collection and in marketing Commitment to equality of opportunity Commitment to the safeguarding and child protection policy	Experience working remotely	Application Interview