



INVESTING
IN THE FUTURE
OF CRAFT

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JOB TITLE

Office Admin Assistant

ABOUT QEST

QEST transforms the careers of talented and aspiring makers by funding their training and education, creating pathways to excellence and strengthening the future of the UK's craft sector.

To date, the Charity has granted £7.4 million to almost 1000 craftspeople working across the UK in 130 craft disciplines. From guitar making to woodturning, thatching to enamelling, QEST embraces craft in all its many forms and are proud to contribute towards its evolving tradition. Through key partnership programmes, the Charity also inspires the next generation to explore craft and making careers.

QEST was founded by the Royal Warrant Holders Association in 1990 to celebrate the 90th birthday of HM Queen Elizabeth, The Queen Mother. HM The King is the Charity's Patron.

MAIN PURPOSE OF THE ROLE

This is an exciting opportunity for an enthusiastic, organised, detail-oriented and quick-learning individual to work within a small team at a leading UK craft charity, as we continue to support talented and aspiring makers through our grants, and inspire the next generation of professional makers through our programmes.

This crucial role ensures the smooth-running of the office, maintains a professional environment, provides essential support and helps the whole team to stay productive. This would be a great opportunity for someone who has a head for data and administration, embraces responsibility, and is excited to gain exposure to a range of roles in a close-knit organisation.

KEY TASKS AND RESPONSIBILITIES

This role will include (but not limited to):

- Front of house duties, such as preparing rooms for meetings, greeting visitors, answering the mainline phone and responding to email enquiries, co-ordinating deliveries
- Alongside the Project Manager, office management duties including liaising with third parties to arrange work according to the building maintenance schedule and as maintenance issues arise, acting as on-site contact
- Maintaining office supplies including stationery and kitchen essentials
- Onboarding duties, including arranging laptops, phones, logins, keys and orientation for new joiners
- Database administration (Salesforce), including adding new contacts, tracking event attendance and updating mailing lists in compliance with data protection and best practice
- Diary management including assisting the CEO with scheduling meetings, ensuring key event and holiday dates are in team diaries
- Supporting the Grants Manager with final preparations for QEST Grant interviews and assisting throughout interview week
- Supporting the Project Manager with preparations for fundraising and profile-raising events (e.g. preparing name badges, guest lists, packing and delivery of appropriate items); and supporting on the ground at events as required
- Reporting on funds raised through online platforms (Givergy, SumUp)
- Collecting data for our Planet Mark certification for measuring and reducing our carbon emissions, including data on business travel, energy use and waste

Other

It is the duty of all employees to:

- Behave with respect towards other members of the team, trustees, ambassadors, alumni, partners and all those who come into contact with the Charity
- Comply with all Health & Safety policies and procedures as defined in the QEST Employee Handbook

Key day to day contacts

- Line Manager: QEST Project Manager
- QEST Team (CEO, Head of Finance, Head of Fundraising and Development, Communications Manager, Education and Partnerships Manager and Grants Manager)
- Third parties relevant to the role
- QEST Alumni
- QEST Trustees and Ambassadors

PERSON SPECIFICATION

Skills, Attributes and Experience

- Motivated and willing to learn, with a can-do approach to problem solving and able to work well within a small and passionate team
- Strong administrative skills; organised and detail-oriented
- Strong communication skills (both written and verbal)
- Proficient in Microsoft Office (particularly Outlook and Excel); comfortable with data administration
- Able to adapt quickly to new software and systems; experience of databases preferable
- An enthusiasm for craft, making, conservation or the creative industries would be welcomed

CONDITIONS OF EMPLOYMENT

Permanent: 4 days per week

Hours: 9am to 5pm across 4 days per week (days to be agreed). There will be occasional evening or weekend work for which time off in lieu will be given

Location: Office-based at No.1 Buckingham Place, London SW1E 6HR

Salary: 4 days per week at a salary of £25,000 pro-rata

Reporting: The Office Admin Assistant will report to the Project Manager

Notice: The initial three months of the appointment will be regarded as a probationary period. During this time one weeks' notice of termination may be given in writing by either party. On successful completion of the probationary period, the notice period to end the employment would be one month in writing by either party

Holidays: The entitlement to paid annual leave in the holiday year which runs from 1 January to 31 December, is 25 days (pro-rata), in addition to 8 bank and public holidays

Sick leave: Statutory sickness benefits apply

Pension: Statutory workplace pension benefits apply (on completion of three-month probationary period)

Equity, Diversity and Inclusion Statement

We believe that diversity of all kinds enriches our organisation and the broader craft and conservation sectors. We are committed to working tirelessly to become an inclusive, welcoming and supportive organisation, and we encourage applications from all backgrounds and identities, particularly those under-represented in the cultural sector.

QEST's Equity, Diversity and Inclusion policy can be seen here: [QEST](#)

Safeguarding

We are committed to ensuring the safety and wellbeing of everyone involved in our organisation and the work we do. We believe that everyone, especially children, young

people, and anyone in vulnerable circumstances, has the right to be kept safe from harm, abuse, and exploitation.

All staff all required to adhere to our Safeguarding Policy and code of conduct.

HOW TO APPLY

Please include a CV and supporting statement, ensuring that you align your supporting statement with the job description and person specification. We have provided this information online so that it is as accessible as possible. However, if you need this information in a different format, please email jobs@gest.org.uk

We particularly welcome applications from candidates who consider themselves under-represented in the arts, crafts or education sectors.

Please submit your CV and supporting statement by 5pm on 14 January 2026 to jobs@gest.org.uk

We prefer applications to be emailed but if you wish to submit a paper application, please send to Louise Rains at QEST, 1 Buckingham Place, London SW1E 6HR.

First interviews, preferably in-person, will take place during week of 19 January 2026.

Please note that you will only be contacted if you are invited for interview.