



**Manchester Craft & Design (MCAD)
Public Engagement Co-ordinator Job Description**

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| Position | Public Engagement Co-ordinator – Manchester Craft & Design Centre |
| Salary | £24,479 Pro rata (21 hours per week) 3 full days weekly including Saturdays and the second Sunday of the month |
| Responsible to Employer | Jessica Bennett (General Manager) Manchester Craft & Design (MCAD) |
| Term | 6-month contract (with possibility of extension) |
| Location | Manchester Craft and Design Centre, site-based |

If you would like to be considered for this role, please submit your CV and covering letter by **10am on Tuesday 24th February**.

Shortlisted candidates will be invited to interview on **Wednesday 11th March**. Late applications will unfortunately not be considered. If you have not heard from us by this date, please assume your application was unsuccessful.

Please send your CV and a covering letter to: contactus@craftanddesign.com

About Manchester Craft & Design Centre

Manchester Craft and Design Centre is a vibrant creative hub in the heart of Manchester's Northern Quarter, home to a community of independent makers and a space for exhibitions, events, and workshops. We welcome visitors from across the city and beyond, offering a unique experience that connects people with Craft and Design. As a registered charity, MCAD exists to support makers, nurture creative practice, and ensure craft and design remain accessible to diverse audiences.

We are a dedicated, supportive and passionate team looking to work with someone who can bring their own passion and dedication to this role.

To learn more about Manchester Craft & Design Centre, have a look at our [website](#).

Key Responsibilities

- **Venue Hire and Event Coordination** – Take charge of booking events including Space 2 hires and venue hires, ensuring the smooth running of activities, handling any issues that arise, and being the main point of contact.
- **Visitor Engagement & Feedback** – Welcome visitors, provide information, and ensure a high-quality experience. Actively engage with visitors, collect feedback and surveys, and contribute ideas to improve audience experience.
- **Operational Support** – Help maintain a welcoming and clean environment, monitor visitor numbers, support administrative tasks and manage the general enquiries inbox.
- **Volunteer Coordination** – Being the main point of contact for our volunteers; ensuring a good level of communication and experience is maintained.
- **Key holder** - Responsibility for securely opening and closing the building on weekends.

Person Specification

- Strong customer service skills with a proactive and welcoming approach.
- Interest in craft, design, or contemporary making.
- Experience in venue hire, event planning and/or project planning.
- Confident communicator, able to engage with diverse audiences and enhance visitor experience.
- Organised, reliable, and able to work independently.
- Flexible and comfortable working weekends (Saturdays and the second Sunday of the month) and occasional evenings.
- IT competence including inbox management (i.e. answering emails, passing on messages to team members, tracking contact)

All MCAD staff members are expected to demonstrate:

- Ability to work as part of a team and work under pressure
- Open commitment to the principles of equal opportunities and the creative case for diversity
- Strong organisational skills, ability to plan and prioritise work and fulfil administrative duties
- A flexible approach to working hours including an ability to work outside office hours, including some evening work, weekend work and travel off site
- Ability to identify and implement innovative solutions to problems
- Tact and diplomacy in all interpersonal relationships with both users of the building and external agencies and contacts
- Work in accordance with relevant legislation such as the Health and Safety at Work Act.

More About Us

Manchester Craft & Design Centre is located in a glorious former fish and poultry market in the city's thriving Northern Quarter. A registered charity and Arts Council England National Portfolio Organisation, we've been home to some of the region's most talented independent designers and makers for over 40 years. 45+ makers make and sell textiles, jewellery, accessories, ceramics, glass, prints and homeware, from 19 studios. We offer so much more than just a shopping experience – we're a place to be inspired. Our exhibitions and curated events programme promote local, UK and International craft and design. The building is open to the public six days a week and provides unprecedented access to incredible practitioners and their processes. We are a safe creative space for our neighbours to meet and take part and allow creative businesses to thrive within a supportive community.

Our Mission & Vision

We promote craft in all its forms, expanding the definition and relevance of craft for **everyone**. We nurture and develop emerging and established talent, support viable creative careers, and showcase innovative and ambitious craft practices.

MCAD is a place of enterprise, production and creativity and reflects the rich diversity of Manchester's 21st century communities. We welcome everyone to experience and engage with making and our creative community. We safeguard a space for everyday creativity in the heart of the Northern Quarter and look outwards beyond our building.

Our strategic objectives

SPACE Create space for craft and community to flourish

NURTURE Nurture and celebrate the talent of makers from education to sustainable creative careers

ADVOCATE Be a powerful advocate for craft and making

SUSTAIN Ensure our financial, social and environmental sustainability

Our values

All our work is developed through the lens of equality and environmental sustainability. These are intrinsic values placed at the heart of our decision-making.

1) Welcoming

We welcome all who wish to visit, work and learn with us. We create spaces that are vibrant, social and safe. We base our plans on listening to our key constituencies, creatives and diverse communities and pursue ways to make our work more useful and relevant to more people. We actively seek to remove barriers to participation and leadership for those who might be excluded from our programmes, activities, staff team and governance.

2) Transparent

We behave with integrity and accountability around our decisions, programmes and strategies. We passionately believe in equality of opportunity and the value of craft and making in the world today. We look outwards for partners and projects with shared values.

3) Supportive

Our approach is compassionate and people-centred, in our dealings with our creative community, staff, audiences and collaborators. We work towards shared wellbeing with everyone we encounter. We embrace our civic role to take action on social injustice and climate change and improve our local area.

4) Empowering

We seek to inspire and support creative and sustainable ways of living and working. We create opportunities for visitors to experience and participate in the positive power of making. We support creative careers and skills development, particularly for those with the least advantage and opportunity.

5) Vibrant

We support artistic, creative and entrepreneurial risk. We are confident and capable of making change. We are an innovative, listening and learning organisation, accumulating and embedding knowledge. We are energetic and well networked, generous in sharing our learning, and actively advocate for our sector.