

BUSINESS ADMINISTRATION APPRENTICE

Job Description

Apprenticeship	Business Administrator Level 3
Salary	£27,000
Contract length	Fixed term (18 months)
Hours	35 hours per week
Location	Hybrid (London office and remote)
Annual leave	25 days per year



About Icon

Icon, the Institute of Conservation, is a charity and professional membership organisation dedicated to safeguarding cultural heritage and championing the value of conservation.

Icon's vision is to protect, preserve and promote our treasured cultural heritage through cultivating skilled conservation professionals, supporting meaningful collaboration across the cultural heritage sector, and delivering public benefit through engagement and advocacy.

Icon's mission is to represent and support the practice and profession of conservation by promoting the public value of caring for cultural heritage and upholding high standards and ethics in conservation practice.

Icon ensures that the guardians and owners of objects, buildings and collections can access knowledgeable and passionate professionals who will help them safeguard the physical remains of our past for the future.

With a membership of just under 2,500 individuals and organisations, Icon brings together conservators working in all disciplines as well as conservation scientists, educators and many others with an interest in conservation. Icon's membership takes an active part in the running of the organisation and the delivery of services to members. Icon has 27 special interest groups, each of which runs an active programme of lectures, training and social events for members.

About the role

Icon's volunteer-led Groups are at the forefront of our work to connect and engage new and diverse audiences with heritage. A vital part of our membership, Icon's 28 national and specialist volunteer-led Groups help us achieve our strategic and charitable objectives.

You will play a key role in supporting Icon's Groups, which bring together expert volunteers who champion their specialisms through professional development, advocacy, policy work and events. Working closely with Group committees, you will be responsible for managing enquiries, coordinating support, maintaining records, and helping to develop and improve systems that streamline how Icon supports its volunteer networks.

Reporting to the Groups and Public Programmes Lead, you will help ensure that Groups have the tools, information and administrative support they need to thrive and maximise their impact. You will also

contribute to the delivery of Icon's public engagement programme, helping to coordinate collaborative talks, workshops, tours and other activities that connect conservators with the public.

Icon's office is in Clerkenwell, London, where this role is based. Icon operates a hybrid working policy with staff based in the office two days per week, and the rest may be worked remotely. The post-holder will report to the Groups and Public Programme Lead.

Specific duties

- Manage shared inboxes, ensuring prompt and professional responses to member and stakeholder enquiries.
- Support the administration of Icon's 28 Special Interest Groups, maintaining accurate records on the CRM system.
- Maintain group webpages and set up events on Icon's event management platform.
- Monitor event bookings and prepare reports for event organisers.
- Process invoices and expenses and maintain accurate financial records for Groups.
- Support the monitoring and evaluation of events, gathering feedback and helping to prepare reports on outcomes.
- Facilitate communication between Groups and their members through newsletters and other communications.
- Support delivery of Icon's Groups events programme.
- Assist with the coordination of the public events programme, including studio visits, tours, workshops and other activities.

You may also be asked to undertake other duties and projects by the Chief Executive and Policy and Programmes Director from time to time.

Person Specification

Training, experience and qualifications	
Essential: • Experience of organising or supporting activities, projects, events or group initiatives through work, education or volunteering. • Ability to maintain accurate records and manage information effectively.	Desirable: • Experience of volunteering or working with a charity, membership organisation or similar organisation.
Knowledge and skills	
Essential: • Ability to gather, organise and present information clearly and accurately. • Strong organisational skills and ability to manage multiple tasks and deadlines.	Desirable: • Interest in conservation, heritage, arts or culture. • Awareness of the conservation profession and the role of professional membership bodies.

• Good numerical skills and confidence working with financial information. • Good knowledge Microsoft Office applications, particularly Word, Excel and Outlook, and willingness to learn new systems.	
Other	
Essential: • Strong written and verbal communication skills. • Ability to work effectively with colleagues, members, volunteers and external stakeholders. • Professionalism, discretion and good judgement. • Willingness to learn new skills and take responsibility for personal development. • Ability to work flexibly as part of a small team. • Willingness to travel occasionally to attend events and meetings.	Desirable: • Experience of working with a range of stakeholders, customers, members or volunteers.

Professional Development: As an organisation committed to championing conservation and supporting the careers of our conservator and heritage professional members, we are equally committed to supporting Icon staff with continuing professional development through both access to Icon training opportunities and external development opportunities.

Equality, Diversity and Inclusion: Being inclusive is one of our core values. As an organisation Icon values diversity and recognises that the broad range of backgrounds, experiences, views, beliefs and cultures represented within our staff, trustees and membership greatly enhances our organisation. Icon is therefore committed to supporting, developing and promoting equality, diversity and inclusion in all its activities. We aim to ensure that opportunities are open to all those who are passionate about caring for heritage.