COCKPIT

Job Pack
Admissions and Awards Coordinator

Applications due: Midnight, 22 November 2026

Cockpit is hiring an experienced administration coordinator to join our Business Incubation team in the role of Admissions & Awards Coordinator.

Reporting to the Head of Business Incubation, this role is key in ensuring Cockpit's reputation for supporting world-class makers and the successful delivery of our renowned Awards programme. The role will lead the recruitment, promotion and onboarding for Awards and Bursaries, as well as applications from fee-paying studio residents.

About Cockpit

Cockpit is a centre of excellence in contemporary craft and home to more than 180 makers united by their extraordinary skill and creativity. A charity recognised as a UK top 100 social enterprise, we give makers the tools to build their businesses so they can focus on what they do best: making. We provide funded studio space, in-house business training and coaching, and exhibition opportunities for makers working across 23 different disciplines.

Cockpit aims to bridge the gap between talent and opportunity and is the UK's only business incubator for makers. We are a destination for talent, having launched the careers of some of the major names in craft.

About the Role

The Admissions & Awards Coordinator promotes and organises applications for standard studio places, Bursaries, Awards, and prizes at Cockpit, working as a part of the Business Incubation team and working closely with Marketing, Development, and the Studio Management teams.

Specifically, they:

- Create and manage the recruitment plan for Awards and Bursaries, along with the promotion of Standard Places.
- Organise all aspects of Awards, Bursaries, prizes, and standard studio place applications from promotion of the opportunity through to confirming whether a maker has been successful or not
- Ensure a smooth welcome for new Awardees and Standard Studio Makers, liaising with Business Incubation, Studio Management, and Marketing until all onboarding requirements are completed
- Work closely with the Marketing team to ensure promotional plans and data sets for each award are maintained, remain current, and are implemented in a timely manner
- Collaborate with the Programme Coordinator to promote Business Incubation courses and filter applications to build a pipeline for public programmes
- Collate applications, convene interview panels, and maintain accurate record on the CRM

- Coordinate all offers for Standard and Award places in conjunction with Studio Management, Development, and Business Incubation teams
- Collect and manage data and information from makers on Awards and Bursaries for reporting purposes

About you

We are looking for an experienced admin coordinator with some marketing experience, who is proactive and able to work under their own initiative as well as within a team.
You will be organised, systematic, with experience of working to tight deadlines and managing multiple priorities.

You will be confident in a front-facing role representing Cockpit and maintaining multiple relationships, with excellent attention to detail and customer service skills.

You will be familiar with Office 365 applications (Excel essential), have experience in maintaining and developing a company CRM, be used to working with databases and managing data, and be capable of using software and apps such as booking systems, survey, and community platforms.

Please see the job description and person specification for full details (page 4).

Diversity drives creativity

Cockpit is committed to inclusion, diversity, and equity in all our activities. We know that creativity and innovation are fuelled by diversity. Recognising that equity is a matter of social justice, we foster an inclusive culture where all aspects of diversity are celebrated and seen as key to success and flourishing.

We are committed to building a more diverse community and creating an environment where anyone, from any background, can develop their talents, do their best work and realise their full potential. This extends to our community of makers, staff team, and Board of Trustees. We especially welcome applications from candidates with backgrounds currently under-represented in craft, including people from the Global Majority* and D/deaf and disabled people.

*Global Majority is a collective term that refers to people who are Black, Asian, dual-heritage, mixed-heritage, indigenous to the global South, and/or have been racialised as ‘ethnic minorities’.

As part of our commitment to increasing the diversity in our staff team and better reflect the communities we serve, we offer a guaranteed interview scheme for candidates who meet all the essential criteria in the person specification and identify as being from a Global Majority background and/or as D/deaf and/or disabled. This scheme recognises under-representation and that structural injustices mean that, currently, there is not a ‘level playing field’ in our sector or society.

If you identify as having one or more of these protected characteristics and meet the

essential criteria for the job, please state in your application that you would like to be considered under our guaranteed interview scheme.

To ensure accessibility for all candidates, everyone who is invited to interview will be asked in advance to let us know of any access needs.

Read more about our commitment here: https://cockpitstudios.org/careers/diversity-and-inclusion/

How to apply

To apply, send a CV and covering letter outlining how you fulfil the brief to lateefat@cockpitstudios.org. Your cover letter should outline your interest in the post and working with Cockpit and how your experience fits the job role.

On submission of your application please also complete our equal opportunities monitoring questionnaire.

Interviews

First-round interviews will be held via Zoom on Monday 7 December.

Second-round interviews will be held in person at Cockpit Bloomsbury on Thursday 17 December 2026.

We will contact shortlisted applicants by Wednesday 2 December if you have been invited to interview. We are sorry that we won't be able to contact every applicant. If you haven't heard from us by that date, please assume that you haven't been shortlisted for the role.

COCKPIT

JOB DESCRIPTION

Title: Admissions & Awards Coordinator
Contract type: Permanent
Hours: 0.6 FTE (3 days per week)
Salary: £32,500 FTE
Reports to: Head of Business Incubation
Works with: Business Incubation team, Head of Development, Head of Marketing & Digital, and the wider Cockpit team

MAIN DUTIES:

Planning

- Create and maintain a detailed rolling 12-month plan for all studio admissions, specifically for:
    - The bi-annual Awards cycle
    - Standard Studio Applications
- Liaise with Head of Development to refresh the 12-month plan as new Awards are confirmed and old Awards are phased out
- Coordinate with the Programme Coordinator to co-promote Bus Inc Programmes alongside Award and Studio opportunities
- Communicate these plans to the whole Cockpit team on a regular basis
- Work with the wider Cockpit team to coordinate recruitment of interview panellists, providing a framework to ensure that a focus is given to the make-up of panel members to amplify Cockpit's message of diversity and inclusivity and to maximise the profile of each award. Liaise with the Cockpit team and conduct research into craft specialists to ensure our commitment to quality of making is expertly assessed
- Logistical planning for each Award, including room bookings, securing internal and external panellists, confirming their participation, manage their needs and expectations on the day of interviews, and provide refreshments and catering where required
- Communication with all applicants, using CRM to record each maker's journey from the point of interest or application through to notification of application decisions
- Act as a key liaison between the Development, Business Incubation, and Studio Management Teams in the process of monitoring studio capacity, so that potential logjams or empty spaces are flagged at the earliest opportunity
- Ensure excellent client management with smooth handover to the wider Business Incubation Team and Studio Management at the final stages of makers being onboarded

Promotion

- Lead on the timely promotion of Awards and Standard Studio Place admissions, liaising effectively between the Development, Marketing, and Business Incubation teams.

- Contribute to creating and/or refreshing Award descriptions, including writing draft copy for approval if required
- Plan and lead Awards Open Evenings sessions intended to promote awareness of Award and Standard Studio Place opportunities. Coordinate team input to shape these events and Work closely to with the Business Incubation and Marketing teams to promote them and ensure they are well-attended.
- Represent Cockpit at relevant events to promote Awards online and in-person when required. (This may include occasional evening work).
- Ensure all data necessary to promote our Awards and Standard Studio Places is relevant and up to date. Work with the wider Cockpit team to expand data including distribution lists of key craft organisations, influential makers, journalists, lecturers, galleries and other relevant stakeholders.
- Through research, ensure we maintain strong sector knowledge, leveraging specific craft discipline networks to promote our Awards
- Working with the wider Cockpit team, support stakeholder relationship management as required.
- Communicate interview outcomes with all interested parties including:
    - The wider Cockpit team
    - Head of Development and Head of Marketing & Digital
    - Cockpit Studio Holders
    - Funders
- Work with the whole Cockpit team to ensure our promotion and recruitment processes are aligned with Cockpit's equity, diversity, and inclusion policy. Contribute as required to the research, evaluation, and development of our Guaranteed Interview Scheme for makers applying to our opportunities who may face barriers to entry to a self-employed craft career

Reporting & Data Management

- Provide regular reports to the wider Cockpit team, principally around:
    - Studio demand forecasting
    - Application metrics
    - Trend analysis
    - Key performance indicators (KPIs)
- Ensure data is accurate and that the Cockpit CRM system (Beacon) is maintained, including key relevant contact (individuals and organisations)
- Use CRM to record all actions and notify the Cockpit CRM team leads on any system updates needed to continuously improve communication with makers, record-keeping, and data analysis
- Set the timeline for collation of Award reports for funders, sending questionnaires to Awardees in a timely manner, and compiling and formatting responses from Awardees and the Cockpit Business Incubation Coaching team.
- Maintain excellent standards in confidentiality, including use of potentially sensitive client data, demographic information, and GDPR compliance

General

- Occasionally assist with the Business Incubation Programme and Event activities, in particular offering reciprocal support to the Events and Programme Coordinators
- Assist at Cockpit's public events (for example, Open Studios) and represent Cockpit externally as reasonable, including occasional evening and weekend work
- Become a CRM super-user as part of your professional development, if the relevant skill set is not already held
- Any other duties within the job's remit as may be required by the Head of Business Incubation, COO, or CEO

PERSON SPECIFICATION:

Essential knowledge, skills and experience

- Understanding of creative industries and/or craft
- Experience of speaking to groups and audiences, e.g. hosting, tours
- Experience of working with artists or makers in the creative industries
- Experience of managing a full annual programme of applications from advertising and wider promotion through to processing, interview, and placement
- Experience working with multiple teams and business functions such as marketing and development
- Outstanding organisation, planning, and coordination skills
- Systematic and methodical, with good online research skills
- Meticulous with excellent attention to detail when managing and preparing paperwork and communications
- Strong administrative skills supported by well-developed ICT skills (including Microsoft SharePoint, Office 365 especially Word, Excel, and PowerPoint)
- Experience in a customer-facing or client liaison role (face to face, telephone, email, etc.)
- Excellent communicator with good understanding of how to talk to a varied audience
- Experience of working with data, databases, and CRM systems (Beacon preferable)
- Ability to manage multiple projects in parallel (task and time management)
- Self-motivated with excellent interpersonal skills
- Experience supporting and coordinating as part of a small team and managing differing priorities and working styles

Desirable knowledge, skills and experience

An interest in developing in a coordination role

- Experience of reporting to funders and project partners against deliverables
- Experience of data management and analysis
- Experience of being a database champion or team leader
- Experience of using online presentation apps (e.g. Sway, Canva) booking apps, survey software, community platforms, newsletter platforms, and performing simple template website edits

Applications due by: Midnight, 22 November 2026