

Access Scheme Administrator

Salary: £18,340

£26,200 FTE per annum plus £40 per month home-working allowance.

12 month fixed term contract.

Closing date: 24th

August 2026 @12pm

Interviews: w/c 7th

September 2026

Hours of work:

24.5 hours per week, which may involve occasional unsociable hours or weekend work. 98 hours per year plus Public Holidays. Overtime is not payable, but time off in lieu [TOIL] will be granted for any additional hours worked in line with the TOIL Policy. The post will require travel within the UK and internationally.

Remote working from anywhere in Wales.

Thank you for your interest in the role of Access Scheme Administrator at Creu Cymru.

This is a newly created position, developed to support the transition of Hynt into I Bawb / All In.

From autumn 2026, the Arts Council of Wales-led Hynt scheme, delivered through Creu Cymru, will transition into I Bawb/All In in Wales and welcome members onto the new platform. Inspired by Hynt's sector-leading work since its launch in 2015, this new initiative brings together arts councils and partners from Wales, England, Scotland, Northern Ireland and Ireland in a shared commitment to removing barriers and improving consistency in access provision.

This role will support the Access Scheme Project Manager in this important moment for the project.

Creu Cymru is a small but ambitious organisation, and we're looking for someone who can work collaboratively with our team and bring fresh ideas and energy to our work.

We operate as a fully remote organisation, using digital tools to stay connected and coming together in person for meetings and events throughout the year.

We look forward to receiving your application and learning more about what you could bring to Creu Cymru.

Louise Miles-Payne,
Director

About Creu Cymru

Creu Cymru champions Wales' vibrant sector of performing arts; connecting people, audiences and communities.

Our membership forms a collaborative network; with a strengthened and unified voice that we project and advocate on behalf of to public governing bodies, ensuring vital industry representation and influencing positive change.

We provide expertise, training and development opportunities for the sector workforce in Wales and represent their views to the wider UK theatre industry, and Welsh and UK governments. Our membership brings together over 60 performing arts companies, theatres and individual practitioners who employ over 1,500 people, are supported by 1,200 volunteers, and serve the 1.2m people that attend theatre and performance in Wales, each year. Included in this number are over 40,000 members of Hynt, an award-winning access scheme, run by Creu Cymru on behalf of the Arts Council of Wales, that works with theatres and arts centres to make sure there is a consistent offer available for Deaf, disabled, and neurodivergent visitors.

Creu Cymru envisions a thriving, resilient, and inclusive arts sector in Wales, where diverse voices are heard and represented, and where theatres and cultural organisations can operate sustainably. We strengthen the sector through providing training, advice, peer networks, opportunities for arts professionals to gain new skills and experience, and initiatives that enable organisations to engage more effectively with audiences. Our membership forms a collaborative network of 60 members that includes individual artists and practitioners, national arts bodies, companies of all sizes working in theatre, ballet, opera and dance, theatres of different sizes from across Wales and support organisations.

Each year, we deliver a range of projects that have been carefully developed to meet the needs of the sector, these include:

- ▶ The Swits Staff Exchange Programme - a professional development exchange for early-career staff from our member organisations working in technical, administrative, or artistic roles. Through this programme they are provided with a free placement at a member organisation of their choice and support to meet the costs of travel and accommodation. The programme is designed to enable people beginning a career in the performing arts with a chance to broaden their skills, build their networks, and gain fresh insights into the arts sector in Wales.
- ▶ The Expanding Stages project - an initiative designed to support the development of Welsh theatres, producing companies, and performing arts professionals. Places are offered throughout the year with bursaries available to support with the costs of tickets. There are two strands of activity:
 - ▲ Themed curated visits that focus on exposing arts professionals to work not commonly programmed in Wales to provide opportunities to explore diverse programming, engage new audiences through connecting with underrepresented communities, build understanding of artistic and public value development and learn about models for best practice.
 - ▲ Opportunities for arts professionals to visit a broad range of sector conferences and events to develop their skills and expertise and building industry connections.

- ▶ Hynt - a national access card scheme, which we manage on behalf of the Arts Council of Wales, that works with theatres and arts centres to make sure there is a consistent offer available for over 40,000 Deaf, disabled or neurodivergent visitors, and their essential companions. The scheme has also given theatre and arts centre staff the knowledge and skills to create more inclusive and welcoming environments at their venues, and the annual Hynt symposium provides a platform for industry professionals to discuss challenges and best practices in accessibility.
- ▶ Our Annual Conference – each year, we bring our members and the wider sector together at a performing arts venue. Over two days we will present a bilingual programme of keynote speakers, member showcases, workshops and networking events that has been curated to strengthen and enrich the performing arts in Wales.
- ▶ Mix up and Pitch - events that give theatre makers, producers and theatre programmers the chance to make pitches aimed at sharing new ideas and encouraging the connections to make them happen. Those pitching represent established and newer voices aiming to tour across a range of scales, genres and audiences and have included Eisteddfod Genedlaethol Cymru, Spectacle Theatre, YMa, Happy Dragons Theatre, Theatr Clwyd, Maria Luz Cervantes, Kitsch & Sync Collective, Familia Theatre and Theatr Iolo.
- ▶ Bydi Cymraeg – a programme delivered in collaboration with the Welsh Language Enabler at the Arts Council of Wales to enable arts organisations to place the Welsh language at the centre of their plans and creative actions.

Advocacy on behalf of the performing arts sector in Wales is also a vital part of our work. Our members represent virtually all of the nation's professionally run theatres, arts centres and producing companies, as well as a range of artists and arts practitioners. This membership forms a collaborative network with a strengthened and unified voice that we represent to sector leaders and government. We regularly engage with the Welsh Government, have been part of UK government consultations, and are the only Welsh presence on UK Theatre Board and the CIISA (Creative Industries Independent Standards Authority) working group. We also work to raise public awareness and understanding of the role of the performing arts in Wales and the issues the sector faces and have represented the sector on the BBC, ITV, S4C and in The Stage.

Creu Cymru is an Arts Council of Wales multi-year funded organisation.

Details of our work can be found [here](#)

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Strategic Priority Areas

- ▶ Equalities, diversity and inclusion
- ▶ Advocacy, research, and impact
- ▶ Workforce development and wellbeing
- ▶ Showcasing, celebration and innovation
- ▶ Environment and sustainability
- ▶ Engaged and Supportive Membership

Creu Cymru is committed to:

- ▶ Developing a more inclusive performing arts sector in Wales.
- ▶ Continuing to develop an agile, adaptive, and audience-centric approach that improves access to professional performing arts across Wales for all and places evidence-based audience planning at the centre of decisions.
- ▶ Encouraging excellence, nurturing talent and the sustainable growth of performance makers and presenters in and from Wales.
- ▶ Ensuring our membership and output benefits and includes people who are ethnically and culturally diverse, and who experience racism in our society, disabled people and those who speak Welsh.
- ▶ Embedding the Welsh Government's Wellbeing of Future Generations (Wales) Act into organisational priorities and programmes.

Mission, Vision and Values

Mission

To strengthen the performing arts in Wales.

Values

We are collaborative, trustworthy, progressive, and inclusive and we act with integrity in everything we do.

Vision

To be a vibrant and leading network of performing arts professionals from across Wales. This network will further develop and promote the value and recognition of the importance of the arts to communities by connecting people, championing ideas, the growth of leadership and by developing a diverse and engaged membership.

Purpose of the role

Creu Cymru is seeking a highly organised and proactive Access Scheme Administrator to support the effective delivery and development of the access scheme I Bawb / All In (previously known as Hynt). I Bawb / All In is a national access scheme that works with theatres and arts centres across Wales to improve access for Deaf, disabled, and neurodiverse people.

The Access Scheme Administrator plays a key role in supporting both the operational and communications aspects of the project. Working closely with the Access Scheme Project Manager, the post-holder will be responsible for liaising with member venues and cardholders, updating systems and platforms, and coordinating marketing and communications.

This is a people-focused and detail-oriented role, perfect for someone who is passionate about accessibility in the arts and skilled in communication and administration.

About You

We are looking for someone who has:

- ▶ Lived experience of disability is highly desirable, as well as a strong commitment to accessibility and inclusion
- ▶ Strong administrative and organisational skills.
- ▶ Excellent communication skills.
- ▶ Experience with customer or member support, including handling enquiries and complaints.
- ▶ Ability to work independently and manage multiple tasks simultaneously.
- ▶ Empathy, patience, and a commitment to inclusive and accessible practices.
- ▶ Confident in using digital tools including social media and websites.
- ▶ Welsh language fluency.

Key Responsibilities

Member and Audience Support

- ▶ Act as the first point of contact for the access scheme enquiries.
- ▶ Provide responsive and empathetic support to subscribers and members.
- ▶ Manage and help resolve member queries, including customer service issues and complaints.
- ▶ Keep members informed about relevant updates, training opportunities, and developments
- ▶ Support the transition of members and subscribers to the UK and Ireland National Access Scheme.
- ▶ Work with the Project Manager on bilingual customer service training to be regularly implemented for subscribers.

Marketing and Communications

- ▶ Manage social media accounts and schedule regular content updates, including an All In social media account for Wales with bilingual posts.
- ▶ Coordinate and maintain up-to-date content on the website.
- ▶ Assist with translation and data entry on the All In website and translation for all social media posts.
- ▶ Support member venues in uploading and updating "What's On" listings. Assist with creating a process ensuring consistent bilingual content, translation and spot checking.
- ▶ Oversee the production and distribution of marketing materials.
- ▶ Support the All In central marketing team with scoping digital dual language capabilities and a separate mailing list for Wales.
- ▶ Be the Welsh language contact for the All In gateway in Wales to enable subscriber profiles and subscriber gateway queries to be answered in Wales, with support from the Project Manager.

Event Support

- ▶ Support the planning and delivery of the annual Symposium, including managing event ticketing and attendee communication.
- ▶ Assist the Project Manager in delivering other access scheme events or activities as needed.

Systems and Administration

- ▶ Update and maintain the CRM system with accurate records of subscribers, members, and activity.
- ▶ Provide administrative support to the Access Scheme Project Manager as required
- ▶ Liaise with project partners and stakeholders as part of project delivery.

Person Specification

Essential:

- ▶ Lived experience of disability is highly desirable, as well as a strong commitment to accessibility and inclusion.
- ▶ Strong administrative and organisational skills.
- ▶ Excellent communication skills.
- ▶ Experience with customer or member support, including handling enquiries and complaints.
- ▶ Ability to work independently and manage multiple tasks simultaneously.
- ▶ Empathy, patience, and a commitment to inclusive and accessible practices.
- ▶ Confident in using digital tools including social media and websites.
- ▶ Welsh language fluency.

Desirable

- ▶ Experience in an arts, cultural or charity setting.
- ▶ Understanding of access and inclusion, particularly in the context of disability.
- ▶ Experience using CRM systems.

Personal Qualities

- ▶ **Adaptability:** Comfortable working in a dynamic and evolving role.
- ▶ **Empathy and Inclusivity:** Demonstrates an understanding of diverse perspectives and fosters an inclusive working environment.
- ▶ **Resilience:** Maintains focus and determination to drive change amidst challenges.

Welsh Language

This role requires fluency in Welsh. We expect the post holder to communicate confidently in Welsh across a range of contexts – including subscriber events, phone conversations, emails, and creating Welsh-language content. For larger-scale communications, we use professional translation services.

If you're passionate about the role but feel your Welsh language skills need development, we still encourage you to apply. We're open to supporting the right candidate to build confidence and capability in this area.

Creu Cymru is committed to equality, diversity and inclusion. We welcome applications for this role from people who are under-represented in the arts including women, people from the global majority, LGBTQI+ and disabled people.

Please Note

This role may require travel around the UK, in particular to our member venues and organisations. Access to your own vehicle or public transport is essential.

Duties will be reviewed as part of the annual review process.

Creu Cymru Cultural Statement

Introduction

This Cultural Statement is formed from our collective voice and we all have a responsibility to uphold its values. We are all ambassadors of the performing arts in Wales and take pride in our work and the work of our members. We believe that theatre is many things to many people and we work to champion its place within people's lives.

How We Treat Each Other

- ▶ We will treat everyone with equal respect.
- ▶ We believe that all our interactions with one another begin from a basis of trust.
- ▶ We recognise that we are all individuals and we all think and act differently and that diversity is our richness. We also recognise the value in each of our roles and each other's skills as individuals or as a team.
- ▶ We all have a responsibility to uphold our values and managers to lead by example. The Director will listen to any concerns/issues brought to their attention and deal with them sensitively and constructively. They will communicate thoroughly with their staff and make their expectations clear to avoid confusion and inconsistencies.
- ▶ We will all behave as responsible adults who are professionals and should all be treated as such.
- ▶ We don't want a culture where people cannot touch each other to express support or in comradery. But we recognise that some people do not want to be touched (ever!) and that's OK.
- ▶ We all have a responsibility to show each other respect throughout our interactions with one another. As professionals we will schedule meetings fairly, we will be punctual, we will be present in meetings and engage fully, we will not show favouritism and we will allow space for all opinions.
- ▶ We all share a responsibility for each other's wellbeing at work. We all spend a lot of time together and make an effort to enhance each other's experience at work.
- ▶ We are all capable of making mistakes or acting outside of the values of our Cultural Statement but we will endeavour to rectify the mistakes we have made in the treatment of others. We will not be too proud or stubborn to apologise. We will also accept apologies and not hold grudges.

Our Working Environment

- ▶ We will communicate with others in order to solve problems and discuss issues.
- ▶ We do not have a culture of blaming or shaming.
- ▶ We do not believe shouting is ever OK.
- ▶ We think that occasional swearing is OK to let off steam but it is never to be directed at anyone or done in an aggressive way.
- ▶ If we have a concern or issue we have a responsibility to bring it up with our line manager or an appropriate person.
- ▶ We do not want to ban alcohol consumption completely during work hours or at work events. We know that we need to act responsibly and drink within our own limits. We recognise that not everybody drinks alcohol and that is also absolutely fine too!
- ▶ We do not want to prohibit or restrict conversation topics or shy away from difficult subject matters. We welcome healthy debate and challenges to each other's opinions. We also know to take a step back when we recognise a conversation is becoming uncomfortable for ourselves or others or disruptive.
- ▶ We appreciate the value of evaluations, constructive criticism and debriefs and know that we can acknowledge the positives and learn what we can do better next time.
- ▶ We respect that we all work in different ways. This might be on a casual, part-time or on a flexible basis.
- ▶ We will communicate effectively with each other and understand that we are all part of a 'bigger picture' working towards the same goal.
- ▶ We understand that the organisation aims to accommodate flexible working where practical, however we recognise that it is ultimately the line manager's decision.
- ▶ We appreciate that some people request flexible working due to personal issues and/or commitments. Personal information will only be shared on a need to know basis.
- ▶ We do not have a culture of working consistently 'long hours' and can take pride in the amount we achieve within reasonable and healthy working hours and we do not all work in the same way. We also know it is about give and take and sometimes there are occasions where 'out of hours' work is necessary to deliver our roles. We work collectively as a team in these scenarios

How we Interact with Others

- ▶ We pride ourselves on our friendly welcome to anyone who we interact with online and at our events.
- ▶ We often work with freelancers and expect them to read this statement and respect it whilst they are working with us.
- ▶ We think humour is vital and it plays a large part in creating a happy, healthy working environment but we will be mindful that one person's "banter" may be another person's embarrassment.
- ▶ We love to celebrate people's personal lives and arrange opportunities to congratulate them; be it a new job, engagement, new baby or retirement.
- ▶ Whilst we all love to celebrate each other's lives we all need to be mindful that others may be experiencing difficulties. We are careful to be considerate and not 'over-share' with information that may hurt another's wellbeing.

This Cultural Statement will be reviewed and updated every year to ensure it still reflects our collective view.

How to apply

Please send your CV and cover letter, video or audio explaining how you meet the requirements in the job description (no more than 3 pages) to rachel@creucymru.com by 12pm on Monday 24th August 2026.

If you have any questions about the role, please contact megan@creucymru.com

PLEASE NOTE - Whilst we understand how AI can assist and support people during job application processes, we want to hear from you in your own words and will be using an AI checker as part of the application process.

Salary and benefits

This role offers a salary of £26,200 pro rata per year, based on a 24.5 hour working week. We offer 98 hours per year plus Public Holidays and flexible working to support a healthy work-life balance. Creu Cymru closes over the Christmas holiday period and provides additional discretionary annual leave.

Location

Remote working from anywhere in Wales, with occasional travel for meetings and events.

Interview

You will be invited to a formal interview w/c 7th September 2026, this can be online or in person.



www.creucymru.com



[creucymruarts](https://www.instagram.com/creucymruarts)



[creu-cymru-limited](https://www.linkedin.com/company/creu-cymru-limited)

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