

Job Description: Administrator

Contract

Permanent

Rate of pay

£19,000 per annum + 5% pension contribution and 28 days annual leave (incl. public holidays).

Background

The Edinburgh International Book Festival, a non-profit making organisation, is a distinctive international showcase celebrating the written word, literature and ideas. It brings leading and emerging international, British and Scottish authors and thinkers together to inspire each other and audiences in an extensive programme of public events.

In recent years, debate, discussion, performance and interactive events have become prominent features of the Festival, complementing the more traditional interview-style events and readings, and contributing to the Book Festival's reputation as a powerful forum for the public to exchange views with writers and experts on a wide range of issues: social, ethical and political as well as literary and cultural. At the heart of the Book Festival's activity is an integrated approach to creative learning and education with the aim of expanding participation in democratic discussion, fostering a love of reading and developing engaged, knowledgeable audiences of all ages and backgrounds.

The first Edinburgh International Book Festival took place in Charlotte Square Gardens in 1983 with around 30 author events; now it stages over 900 each August, attracting around 250,000 visits, making it the largest public celebration of the written word in the world. The Book Festival takes place in a temporary, tented Festival Village, created and built each year in Charlotte Square Gardens and also more recently on neighbouring George Street.

The Book Festival's children's programme offers a comprehensive series of author events, activities and workshops for audiences ranging from babies to young adults, attracting

audiences of 20,000 each year. In addition, an extensive schools programme is created especially for primary and secondary pupils, attended by around 14,000 school children.

Through an award from players of People's Postcode Lottery, the Book Festival has expanded its activities to create On the Road, a wide-ranging programme of events, projects and mini-Festivals which take place in communities around Scotland across the year.

The Edinburgh International Book Festival has an annual turnover of around £2.9 million. Under 12% of income comes from Creative Scotland and the City of Edinburgh Council to support core operations. The rest is raised from ticket sales and the sales of books through the Book Festival's highly successful independent bookshops in addition to corporate sponsorship, trusts, foundations and individual donations.

The Edinburgh International Book Festival is a founder member of Festivals Edinburgh, the organisation created by Edinburgh's 11 major Festivals to support their joint strategic development and maintain their position as global leaders.

The Team

The Book Festival has a permanent staff of 24 throughout the year, expanding rapidly over the summer to a peak of around 120 staff during the Festival itself. All permanent staff are encouraged to play a role in the ongoing development of the organisation and are involved through a number of full-team planning and debrief meetings during the year.

The Role

Reporting to the Head of Operations & Finance and working closely with the External Affairs Officer, the Administrator will contribute to the smooth running of a busy festival office and provide vital administrative support to the whole team throughout the year, acting as first point of contact and maintaining a professional, welcoming approach to all visitors to the office. This is a varied role with a broad range of responsibilities at different points in the Festival calendar.

Key Duties & Responsibilities

Office Management

- Keeping the office tidy and well-stocked with all supplies
- Liaising with contractors
- Being the first point of contact for all visitors to the office
- Answering phone, email and post queries from customers, festival participants, press, and others, ensuring all enquiries are dealt with promptly
- Receiving and distributing post and deliveries and arranging courier collections

Administration

- Assisting with meetings, including taking and distributing minutes to the team
- Supporting other departments with administration on an ongoing basis

Supporting the External Affairs Officer

- Supporting the External Affairs Officer with diary management, meeting preparation, expenses, travel and accommodation arrangements and any other tasks as required.
- Providing cover during holiday periods.

Festival Administration

Assisting with general preparation for the Festival including:

- Liaising with other departments to order supplies and coordinate numerous deliveries, especially during the site build and the Festival
- Production and distribution of all participant, guest, press and staff security passes, signage for the Festival site and copies of schedules and rotas to key areas
- Ensuring first aiders have up to date training and arranging courses where necessary.
- Management of the office during the Festival including fielding enquiries to colleagues on site, reacting to unexpected situations and responding quickly and appropriately to customer feedback
- Taking and distributing minutes of morning briefing minutes during the Festival
- Training and supervision of temporary administrative staff
- Assisting with temporary staff training days

HR

Assisting the Head of Operations & Finance and the Box Office & Operations Manager with recruitment of up to 100 temporary staff for the Festival, including:

- Setting up and managing vacancies on our recruitment website.
- Assisting with initial short-listing of suitable candidates
- Scheduling interviews, greeting candidates, sending out reference requests for successful candidates.

Environmental Sustainability

Being a member of the Green Team including:

- Sourcing the most sustainable materials possible when ordering office supplies, services and staff uniforms
- Contributing to data gathering for reporting to Creative Scotland on the Festival's carbon impact
- Attending Green Team meetings and deputising for Green Champion (Box Office & Operations Manager) at external meetings where necessary.

Person Specification

This role is an excellent opportunity for a highly motivated individual with a strong interest in the arts and festivals and a passion for developing and maintaining effective office and administrative systems. The successful candidate will possess the following experience and qualities:

Qualifications & experience

Essential

- Experience in a busy reception or office administration
- Excellent communication skills, written and oral
- Exceptional organisational skills and a demonstrable ability to take the initiative and work independently
- Excellent IT skills, working knowledge of Microsoft Office software and ability to learn new systems quickly
- High standards of attention to detail while working under pressure
- Ability to work collaboratively and across the team, balancing multiple priorities
- Keen interest in learning new skills.

Desirable

- Previous experience of working in an arts, events or festival environment
- Supervisory or staff training experience
- Experience of diary management
- Knowledge of or an interest in environmental sustainability
- A general understanding of legislation relating to HR, finance and health and safety

Terms and conditions

The post is based at 5 Charlotte Square, Edinburgh and occasionally at the festival site in Charlotte Square Gardens during August. Normal hours of work are 9:30 - 17:30 Monday to Friday and additional hours may be required at peak times of year and during the festival itself. Subject to line manager approval, time off in lieu will be given for additional days worked outside normal working patterns.

Permanent employees receive 28 days of paid holiday per annum, consisting of an allowance of 22 days as well as public holidays at Easter, Christmas and New Year. In addition to this there is also a two-week discretionary shutdown over Christmas and New Year.

Unless otherwise stated, all staff are subject to a three month probationary period and a performance review towards the end of the first festival cycle.

Salary will be paid on the 28th of each month in arrears by bank transfer. Salaries are reviewed by the Board each December.

The Book Festival contributes 5% of your salary into our approved pension scheme. The Head of Operations & Finance will provide you with more details on commencement of employment.

We are committed to making the Book Festival as accessible as possible to sponsors, customers, participants and staff. If you have any specific access requirements or concerns, please let us know and we will do our best to meet your needs. The Edinburgh International Book Festival is an equal opportunity employer and an Investor in People.

Applications

Please read the job description carefully and complete the online application at <https://www.edbookfest.co.uk/about-us/jobs> and upload a letter which outlines how you meet the person specification, why you wish to work at the Book Festival and any other supporting information you feel relevant.

If you would like to discuss the role further, please email julie.amphlett@edbookfest.co.uk or speak to Julie Amphlett at the Book Festival offices on 0131 718 5666.

Closing date: 17:00 Wednesday 5 December

Interviews: w/c Monday 10 December

Interviews will be held at the Book Festival offices at 5 Charlotte Square, Edinburgh, EH2 4DR

The Edinburgh International Book Festival Ltd has its registered office at 5a Charlotte Square, EH2 4DR and is a company limited by guarantee (no SC 79939) with charitable status (SCO10120).