

## Job Description: Front of House Assistant 2019

### Contract

Fixed-term contract from 5–27 August 2019

### Rate of pay

£9.00 per hour, paid weekly in arrears by bank transfer (plus holiday pay).

### Key dates

The Edinburgh International Book Festival runs from 10 – 27 August 2019, including Baillie Gifford Schools Gala Day. Monday 05 - Wednesday 07 August are compulsory training days.

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### 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 live-literature events and mini-Festivals which take place in communities around Scotland across the year.

The Edinburgh International Book Festival has an annual turnover of around £2.8 million. Under 20% 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 and foundations, 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 role

Front of House Assistants have specific responsibility for:

- Managing queues and seating audiences efficiently to ensure events start on time
- Monitoring venues and public areas (including toilet facilities) to ensure that they are kept clean, tidy, safe and fully stocked with relevant supplies
- Answering customer queries, providing up-to-date information and excellent customer care at all times
- Assisting families with young children and patrons with disabilities around the site
- Assisting in venue set up, including preparation of reserved seating for disabled customers and distribution of materials for children's workshops and interactive events
- Operating roving microphones for question and answer sessions
- Liaising with teachers to check large school groups on and off site
- Monitoring the audience and venues to prevent and detect emergency situations
- Evacuating the public in the event of an incident
- Contributing to our environmental sustainability work by encouraging visitors to use the on-site recycling facilities

## Person specification

Successful candidates will possess the following:

Essential:

- Previous customer-facing experience
- High standards of presentation, commitment and responsibility
- Excellent customer service and confident communication skills
- Attention to detail and ability to problem-solve under pressure
- The ability to work as part of a team
- An enthusiastic personality and a flexible, positive attitude

Desirable:

- Experience or an understanding of a live events or festival environment
- Experience of working with children and families

### Terms and conditions

The post is based at the Festival site in Charlotte Square Gardens. In general, staff are required to work an average of 40 hours per week (6 days out of 7), on a shift basis, between Monday and Sunday. Morning shifts can start from 8am and evening shifts can finish at 1am. Rotas will be issued in advance of the Festival. Attendance at all training days is compulsory.

Wages are paid weekly in arrears by bank transfer.

We are committed to making the Book Festival as accessible as possible to customers, participants, sponsors 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 opportunities employer and an Investor in People.

### Applications

To apply for this position, please complete the online application at <http://www.edbookfest.co.uk/about-us/jobs>. We do not accept applications by post or email. Due to the volume of applications we receive, it may not be possible to respond to everybody.

If the job description doesn't answer your questions, please contact [jobs@edbookfest.co.uk](mailto:jobs@edbookfest.co.uk) or call the Book Festival office on 0131 718 5666.

Please note that we do not appoint without interview. Due to the number of temporary staff we hire each year, our interview schedules are very busy and we strongly advise that you ensure you are available during the interview week. In some cases, if travel to Edinburgh is impossible we will interview by Skype, but we prefer to meet all candidates in person.

**Closing date:** Friday 26 April, 17:00

**Interviews:** Week commencing 13 May and 20 May

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).