

Job Description: Spiegel tent Supervisor 2019

Contract

Fixed-term contract from 1–27 August 2019.

Rate of pay

£11.25 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.

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 Booked!, 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 Front of House team

The Front of House team comprises one Manager, a Spiegeltent Supervisor, six Supervisors and forty Assistants. With over 250,000 visitors annually, effective care of our audience is vital to the success of the Festival; the Front of House team play a vital role in ensuring the smooth running of events on site and the safety and comfort of all visitors.

The Role

Pre-Festival Duties

- Carrying out training with the Manager and Front of House Assistants
- Coordinating final preparations of venues prior to Festival opening
- Liaising with Programme team to work out Spiegeltent schedule including seating plans

During the Festival

- Acting as Front of House Supervisor for events taking place in the Spiegeltent, liaising with the catering team, technical team, box office and performers to ensure the venue is prepared, all teams are ready and the doors can be opened.
- Acting as main point of contact between Spiegel catering team, performers, technical team and site team.
- Monitoring performances (in particular Unbound events) to ensure that the agreed capacity of the venue is not exceeded and fire escape routes are not blocked.
- Acting as Front of House Supervisor for other venues as required.
- Supervising Front of House Assistants, including delegating tasks and monitoring performances, appearance and timekeeping; dealing with minor disciplinary matters and promptly reporting more serious concerns to management.
- Answering customer queries and resolving complaints in accordance with Book Festival policy, ensuring customers receive the highest standard of service at all times.

- Providing leadership to staff and audience members in the event of an evacuation or incident.
- Monitoring venues and public areas (including toilet facilities) to ensure that they are kept clean, tidy, safe and fully stocked with relevant supplies.
- Ensuring that event information is correctly written up on venue information boards and any event changes are clearly communicated to staff and audiences.
- Completing staff appraisal reports post-Festival.

Person Specification

Successful candidates will possess the following:

- Previous Front of House experience in a live events or festival environment
- Outstanding customer service skills
- Experience of supervising staff in a customer-facing environment
- Confident and assertive with good communication skills
- Attention to detail
- The ability to multi-task and maintain a calm, courteous manner under pressure
- The ability to work on own initiative and as part of a team, and to lead and motivate others
- An enthusiastic personality and a flexible, positive attitude
- Venue management experience is desirable - not essential

Terms and Conditions

This is a full-time post from 1–27 August. 1-2 and 5–9 August will be spent on staff training and venue preparation, followed by a rota of mainly evening shifts between Monday-Sunday with at least two days off across the Festival. From 10 August shifts will usually begin at 2:45pm and finish at approx. 11.00pm. You are entitled to an unpaid meal break. Rotas will be issued in advance of the Festival.

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 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: Monday 3 June, 17:00

Interviews: Week commencing 10 June

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).