



**Access Supervisor
Recruitment Pack**

Access Supervisor: Job Description

Contract

Fixed-term contract from Monday 28 July — Monday 25 August 2025, full-time.

This is an on-site role at our Festival site at the Edinburgh Futures Institute, Lauriston Place, Edinburgh.

Salary

£14.30 per hour, paid weekly in arrears by bank transfer (plus holiday pay).

Key dates

The Edinburgh International Book Festival runs from Saturday 9 August – Sunday 24 August 2025.

Background

The Edinburgh International Book Festival is a world-leading cultural festival, with democracy, creativity and ideas exchange at its heart. We celebrate the power of words and writing in all of their dynamic and imaginative forms, bringing diverse perspectives together, and empowering our audiences to deepen their understanding of our ever-changing world.

Since 1983, we have welcomed hundreds of thousands of visitors to engage with the world's greatest and emerging writers, thinkers, artists, and performers. Each year, we programme innovative events that broaden the horizons and enrich the minds of our audiences, both in Edinburgh and online. These take the form of on-stage conversations, workshops, creative masterclasses, think tanks, and more, all informed by a culture of open dialogue, curiosity about the perspectives of others, and active embracing of new ideas and experiences.

A registered charity, we are run by a passionate team who believe in the power of words and ideas to ignite imaginations, foster human connection, and challenge the status quo – as well as to offer solace, nurture wellbeing, and spread joy. Our Festival aims not just to open up conversations, but to broaden them too: existing as a space where nuanced discussion happens.

At the heart of our Festival is a commitment to accessibility, inclusivity, and the creation of a truly democratic environment for the exchange of ideas and collaborative thinking. We give a platform to voices who are often overlooked and aim to break down barriers to access for those who might not typically see themselves as a book festival audience. More than just a summer festival, we work year-round with partners in the local community – with schools, libraries, prisons, hospitals, and other community hubs – with the aim of developing engaged, knowledgeable audiences of all backgrounds and ages. The Festival also makes hundreds of events available to watch online via a Pay What You Can model, offering audiences who cannot attend in person the opportunity to take part, and making the Festival truly global in nature.

Over the last four decades, we have continually transformed our Festival model to reflect our rapidly evolving world, and ensure our ongoing relevance, with a programme balancing today's most challenging topics with exploration of how we can work together towards a brighter future. In 2024 this evolution saw the beginning of a new chapter of our story under the leadership of our new director, Jenny Niven, including our successful first year of presenting the Festival in our new home of the Edinburgh Futures Institute – a new university building created from the stunning renovation of the city's old Royal Infirmary, and positioned at the heart of the city's Festival environment. We are excited about the opportunities this will offer us to collaborate with new partners and share new innovations and voices with our audiences, now and far into the future.

The Access team

This is an exciting opportunity to work with a wide range of teams, external stakeholders and customers to help make the Book Festival as accessible as possible. The Access team act as a point of contact for our audience, coordinating our accessible programming and liaising with contractors supplying our BSL and caption provision. They will update our reserved seating database, contact customers to confirm requirements and manage access ticket bookings, including group bookings.

The Access team work closely with the Box Office, Front of House, the Site and Production, the Marketing and the Programme team.

The post will be line-managed by the Access Officer.

The role

Pre-Festival duties:

- Assisting with the training of Front of House and Box Office teams
- Working closely with the Site and Production team to make sure the Festival site is as accessible as possible

During the Festival:

- Contacting customers to confirm access requirements

- Advising on facilities provided and suggesting suitable events in the programme to customers
- Collating materials and information that make the Festival more accessible for audiences e.g. Easy Read guides, maps, visual guides
- Generating seating reports for customers with access requirements
- Handling access bookings and issuing tickets using the Red61 ticketing system by phone, in person and by post
- Staffing the on-site Access and Information desk during the Festival and acting as point of contact for site access requirements
- Supervising Access Assistants, including delegating tasks and monitoring performance and timekeeping
- Answering customer queries and resolving complaints in accordance with Book Festival policy, ensuring customers receive the highest standard of service at all times
- Engage in sustainable practices while in the workplace and adhere to the Book Festival's environmental sustainability policies

Person Specification

This is an ideal opportunity for individuals who wish to build on their existing customer service skills in a high-pressure festival environment. Excellent customer service and communication skills, enthusiasm, and an ability to work effectively as part of a team are all essential for this role.

The successful candidate will possess the following:

- Previous customer facing experience in a live events or festival environment
- Experience of supervising staff in a customer-facing environment
- Strong communication skills
- Self-motivated and passionate about improving access and inclusion
- Outstanding customer service 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

Staff wellbeing

The Book Festival is developing an open and active staff wellbeing culture and is committed to making everyone in our team feel safe, welcome and included. An Employee Assistance Package is available which offers a variety of levels of counselling, one-to-one personal support and resilience tools, along with personal legal and financial advice and family support. Several of our team have chosen to be trained in First Aid for Mental Health and our Safer Spaces Policy actively promotes a culture where everyone's experience

(staff, artists, partners and audiences) is valued and no-one is made to feel unsafe or excluded. We continue to reflect and consult with our team.

Terms and conditions

The post is based at our Festival site in Edinburgh Futures Institute on Lauriston Place.

In general, staff are required to work an average of 42 hours per week (6 days out of 7), on a shift basis, between Monday and Sunday. Morning shifts can start from 08:00 and evening shifts generally finish at 23:30. Rotas will be issued at the beginning of your contract but may be subject to change. Attendance at all training days is compulsory.

The rate of pay for this position will be £14.30 per hour. Wages are paid weekly in arrears by bank transfer.

Equal opportunities

The Edinburgh International Book Festival is an equal opportunities employer and a Real Living Wage employer. Our work is framed by a commitment to Equity, Diversity, Care and Inclusion.

The Book Festival is a working environment where everyone is treated fairly, and our differences are celebrated as strengths. We actively encourage applicants with diverse backgrounds and experiences to apply.

If you have any specific access requirements, please let us know and we will do our best to meet your needs.

How to apply

Please read the job description carefully and complete the online application using the links on our website: <https://www.edbookfest.co.uk/about-us/jobs>.

Please ensure you upload a copy of your current CV (no more than two pages) and an application letter outlining your suitability for the role and why you wish to work at the Book Festival. You may include any other information that supports your application, and we ask that you provide two recent professional references.

If the job description doesn't answer your questions, please contact Catherine Smith, jobs@edbookfest.co.uk

Closing date for applications: Friday 23 May 2025, 23:59

Interviews

Interviews will be held over video call week commencing: 16 and 23 June 2025

The Edinburgh International Book Festival Ltd has its registered office at 121 George St Edinburgh and is a company limited by guarantee (SC079939) with charitable status (SCO10120).