



**Author Hospitality Manager  
Recruitment Pack**

## Author Hospitality Manager

### Edinburgh International Book Festival 2025

The Edinburgh International Book Festival is seeking an experienced and enthusiastic Hospitality Manager to co-lead our Author Hospitality Team during the 2025 Festival. This pivotal role ensures that our authors, speakers, and guests receive a warm welcome and enjoy a relaxed atmosphere throughout their time at the Festival. As the Hospitality Manager, you will oversee the daily operations of Author Hospitality Area, manage a team of Hospitality Assistants, and liaise with various departments to deliver an exceptional experience for our participants.

#### Contract

Full-time, Fixed Term 4 August to 25 August 2025, plus Logistics Day: July 2025 (Date TBC)

Monday 4 August - Friday 8 August will be spent on preparation and staff training during normal office hours, followed by a shift pattern throughout the duration of the Festival with a minimum of 48 working hours per week during this Festival period.

#### Salary

£16.51/hr, paid weekly in arrears by bank transfer (plus holiday pay).

#### Key Dates

Logistics Day: TBC July 2025

Opening day of the Festival: Saturday 9 August 2025

Final day of the Festival: Sunday 24 August 2025

Pack-up: Monday 25 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 connections, 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 team

The Book Festival has a permanent staff of 23 throughout the year, expanding over the spring and summer to a peak of around 150 staff during the Festival. The Author Hospitality team comprises 2 Managers and 6 Assistants. They are responsible for looking after participants and their guests on site, ensuring a welcoming and professional environment.

## The role

Our Authors' Area provides a private space for Festival participants to relax before and after events, meet with fellow authors and artists, and enjoy some light refreshments away from the press and members of the public. Author Hospitality staff are responsible for ensuring that authors remember their time in Edinburgh for a warm welcome, relaxed atmosphere, and efficient service.

## Key responsibilities

- Lead the preparation and set up of the authors' hospitality area, ensuring a welcoming and professional environment.
- Manage and support a team of Author Hospitality Assistants, including training, scheduling, and performance monitoring.
- Coordinate with on-site catering to ensure refreshments are adequately stocked.
- Maintain cleanliness and organisation within the hospitality areas.
- Liaise with the Programme Team and other departments to facilitate smooth operations and address any issues promptly.
- Handle author queries and feedback with professionalism and discretion.

## Person Specification

### ***Essential***

- Proven experience in a customer-facing role with high standards of presentation and responsibility
- Strong leadership skills with experience managing staff, including scheduling and training
- A calm approach to team management and a flexible approach to working
- Outstanding customer service and communication skills
- Ability to work collaboratively as part of a team in a fast-paced environment
- Experience in environments providing catering for a large numbers of guests
- Flexible, positive attitude with the ability to adapt to changing circumstances
- Strong administrative skills

### ***Desirable***

- Experience or understanding of live literature events or festivals
- Knowledge of health and safety regulations
- Food handling certification

### **Skills & Attributes**

- A commitment to equality, inclusivity, and diversity.
- A proactive and positive approach to work.
- The confidence to ask for assistance and support when necessary.
- The ability to communicate honestly, openly, and consistently.

## 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. 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 role of Author Hospitality Manager is based at our Festival site in Edinburgh Futures Institute on Lauriston Place.

Monday 4 August - Friday 8 August will be spent on preparation and staff training during normal office hours, followed by a shift pattern throughout the duration of the Festival. In general, Managers are required to work an average of 48 hours per week during the Festival period (6 days out of 7), on a shift basis, between Monday and Sunday. Morning shifts start from 08:30 and evening shifts generally finish at 23:00.

Rotas will be issued at the beginning of your contract but may be subject to change.

The rate of pay for this position will £16.51/hr (plus holiday pay). 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 (no more than one page) 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 Helen Ella, [yurt.manager@edbookfest.co.uk](mailto:yurt.manager@edbookfest.co.uk)

**Closing date for applications: Monday 19 May at 23:59**

## Interviews

Interviews: w/c 26 May. Interviews will likely take place over a video call, so if you are not local to Edinburgh there is no requirement to travel.

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).