



## **Development Assistant Job Description**

# Development Assistant

## Contract

Full-time, permanent

## Salary

£25,500 - £26,300

## Key dates

**Public Programme launch:** June 2026

**Public Programme on sale:** June 2026

**2026 Festival:** 15 – 30 August 2026

## Background

The Edinburgh International Book Festival is a charity which exists to celebrate and share the power of writers, their ideas, and the words they craft to illuminate, challenge, and inspire.

Since 1983, we have welcomed millions of visitors into conversations with the world's greatest and most exciting emerging writers, thinkers, artists, and performers. Iconic figures such as Margaret Atwood, Alain de Botton, Oliver Burkeman, Noam Chomsky, Seamus Heaney, Kazuo Ishiguro, Toni Morrison, Arundhati Roy, Salman Rushdie, and Benjamin Zephaniah have appeared on our stages over the years, alongside a wide range of debut and early career authors.

Across the hundreds of events in our Adults, Young Adults, Schools, and Children's programmes, the Book Festival offers audiences aged from 0 to 100 an active opportunity to engage with new and different perspectives on the world, create lasting memories through storytelling, fill their minds with fascinating knowledge, and discover the creative secrets of writers and artists.

We strive to be a safe and supported environment for people to have difficult discussions and lively debates in an atmosphere of curiosity and consideration, where different opinions can be respectfully shared. We are proud to platform voices and stories which are often overlooked, and are committed to breaking down barriers to access for those who may not initially consider themselves as a Book Festival audience.

Beyond August, the Book Festival is a year-round force for literary engagement. Working with partners in the local community – including schools, libraries, prisons, hospitals, and other community hubs – we foster a lifelong love of reading, embrace the life-changing potential of creativity, and develop engaged, informed audiences of all backgrounds and ages.

2025 was a bumper year for the Festival, with significant growth in site visits, ticket sales, and new audience members, all of which we aim to build upon in 2026, particularly through delivery of a new website and ticketing system, as well as grassroots audience development initiatives, and data-informed marketing campaigns.

## The team

The Book Festival has a permanent staff of 25 throughout the year, expanding over the spring and summer to a peak of around 150 staff during the Festival. All staff members play a role in the ongoing development of the organisation through several full team planning and debrief meetings during the year.

The Development team is made up of 7 roles: Development Director, Sponsorships & Partnerships Manager, Sponsorship & Partnerships Officer, Development Manager (Trusts & Foundations), Development Manager (Individual Giving), Events & Digital Marketing Officer, and Development Assistant.

## The role

### Purpose of Role

To provide essential administrative and supporter care support across the Development Team, ensuring efficient use of the CRM system, excellent service for donors, members and supporters. This role is central to maintaining accurate data, delivering outstanding supporter care, and supporting income generation across the whole Development Team.

Key areas of duties and responsibilities are:

#### CRM & Data Management

- Act as the key administrator for the CRM system (Spektrix), ensuring all donor, member, and partner data is accurate, consistent, and up to date.
- Support colleagues in recording income, updating contact histories, managing Gift Aid, and generating reports.
- Produce regular data insights and mailing lists for campaigns, appeals, and stewardship activities.
- Ensure all activity complies with GDPR and data protection regulations.

### **Supporter Care & Stewardship**

- Be the first point of contact for donor and Member enquiries, providing a friendly, professional, and efficient service.
- Support the delivery of high-quality stewardship communications, including thank-you letters, renewal reminders, and event follow-ups.
- To support and attend stewardship events as required and represent the Festival. This may include working occasional evening and weekends and the duration of the Festival in August.
- Maintain accurate donor recognition lists (website, brochure & on-site)

### **Membership Administration**

- Manage the day-to-day administration of all memberships, including processing new members, renewals, and payments.
- Work with the Development team to co-ordinate the delivery of membership benefits such as priority booking, newsletters, and event invitations.
- Work closely with Brand & Audience and Box Office to ensure smooth communication with members during the Advance Booking period.
- Monitor membership income and prepare regular reports on targets and trends.

### **Team & Administrative Support**

- Provide administrative support across the Development Team, including scheduling meetings, processing invoices, and maintaining records.
- Work closely with the Finance team to process income across multiple channels and oversee monthly Direct Debit collections.
- Process monthly Gift Aid claims and support Gift Aid compliance under the guidance of the Development Manager (IG).
- Support with due diligence research of potential supporters
- Assist with preparation of fundraising materials, reports, applications and presentations.
- Support the delivery of sponsor benefits and wider Festival activities as required.
- Contribute to a positive, collaborative team culture that upholds the Book Festival's values

Perform other related tasks as necessary to support development and organisation objectives that may be required from time to time.

## Person Specification

The successful candidate will possess the following:

- Ability to work independently within the role, under their own initiative and cooperatively as part of the Development & wider Festival team.
- Exceptional time management and organisational skills, with experience of managing multiple projects at any given time, prioritising and meeting agreed deadlines.
- Excellent customer service and interpersonal skills.
- High level of accuracy and attention to detail.
- Numerate and comfortable working with financial and statistical information.
- Confident and professional communicator, both in person and over the phone.
- Experience of managing records and reporting on a CRM database
- Excellent administration skills with a sound working knowledge of CRM databases, Windows-based software, including Word, Excel and Outlook and Teams.
- General experience using digital communication tools such as website CMS and email platforms (training will be provided on the specific Book Festival platforms)
- Knowledge and demonstrable experience of adhering to data handling/ GDPR laws and codes of conduct

## Staff Wellbeing

The Book Festival has 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 offices 121 George Street, Edinburgh and at the Festival site in Edinburgh Futures Institute during August.

Normal hours of work are 09:30–17:30, Monday to Friday outwith Festival time. Additional hours are required during the Festival itself, with some long days and working up to six days a week. There may be additional periods of longer working, including occasional weekend work, during key campaign phases and around launch dates. This time can be taken back as time-off-in-lieu.

Flexible/hybrid working is welcomed – our team work from the office at least three days per week and are expected to discuss and agree their work patterns with their manager and team. Time off in

lieu is given for days worked outside agreed working patterns, in line with the policy in the Staff Handbook.

Full time Book Festival employees receive 34 days of paid holiday leave per year consisting of an allowance of 28 days with an additional 6 public holidays across Easter and New Year. There is a two-week shutdown over Christmas which uses 4 of the 6 public holiday days, plus 6 days of annual leave allowance. An office closure over Easter uses the remaining 2 days of public holiday

The salary for this position will be £25,500 - 26,300. The Book Festival will pay a contribution of 5% of salary into our approved, auto-enrolment pension scheme. Employees may make voluntary additional contributions through payroll.

## 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 Equality, Diversity, 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 complete the online application, using the links featured on our website:  
[edbookfest.co.uk/about-us/jobs](http://edbookfest.co.uk/about-us/jobs)

Ensure you upload your current CV and an application letter, along with answering our recruitment portal questions. Your letter should outline your suitability for the post and why you wish to work at the Book Festival. You may include any other information to support your application.

**Closing date for applications:** Sunday 11<sup>th</sup> January 2026

**Interviews to be held:** w/c 19<sup>th</sup> January at 121 George Street, Edinburgh, EH2 4YN

If the job description doesn't answer your questions, please contact Rhona Sword who can be reached via: [jobs@edbookfest.co.uk](mailto:jobs@edbookfest.co.uk)

*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 (SC010120).*