



## **Administrator**

Contract: Full-time, permanent

Salary: £19,500 to £21,500 annum plus 5% pension contribution

Key dates:

August Programme launch: June 2022

August Festival: Sat 13 Aug - Tues 30 Aug 2022 (Schools Gala Day is Tue 30 Aug)

A programme of events and activities takes place throughout the year; key dates are determined by our Communities programme strategy and will vary each year

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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.

Discussion, performance and interactive events have become prominent features of the Festival, complementing the more traditional interview-style conversations 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 Book Festival's children's programme of author events, activities and workshops is produced for young audiences of all ages, from babies to teenagers, attracting family audiences of around 20,000 each year. In addition, an extensive schools programme is created for primary and secondary pupils, with around 14,000 school children attending each year. Following an award from players of People's Postcode Lottery, the Book Festival expanded its activities to deliver a wide-ranging community programme. A series of live-literature events, artists' residencies and mini-festivals is created year-round, taking the Book Festival on the road around the country to inspire and entertain people in many

different communities, including Scottish prisons.

Since 1983, the Edinburgh International Book Festival has grown to stage over 900 events every August, attracting around 250,000 visits, making it the largest public celebration of the written word in the world. Up until 2020, the Book Festival took place in a specially built tented Festival Village in Charlotte Square Gardens, in the heart of Edinburgh.

With the global pandemic the world changed. As a small agile festival operation, the Edinburgh International Book Festival responded swiftly to the changing environment by staging a fully digital Book Festival in August 2020. With little experience, the Festival team boldly embarked on creating a new interactive online environment, where authors came together in 147 live and pre-recorded events. Real-time chatrooms, live author Q&As and book signings created a lively online forum where people gathered, and authors interacted with their audiences. Most importantly, conversation and the exchange of ideas were able to continue. The new digital format was enthusiastically received, and many thousands of people tuned in and chatted with each other from countries across the world.

Building on the success of 2020's fully online Festival, 2021 opened up a new chapter: a long-term strategic partnership with the University of Edinburgh has enabled the Book Festival present a hybrid festival from a new site based at the Edinburgh College of Art.

Prior to the pandemic, the Edinburgh International Book Festival's annual turnover was around £4.2 million, with under 20% of the income coming from Creative Scotland and the City of Edinburgh Council to support core operations. The remainder was raised through ticket sales, the sales of books through the Book Festival's highly successful independent bookshops, corporate sponsorship, grants from trusts and foundations, and donations from individuals. Due to the effects of Covid on audience behaviour, the hybrid 2021 Edinburgh International Book Festival was designed to have smaller audiences and ticket sales. As a result of these planned reductions in scale, budgeted turnover for 2021 was just over £3 million. The Book Festival Charity plans to rebuild live audiences and to grow online audiences, and therefore to grow turnover again over the coming years to a figure approaching £4 million. The result will be that its income will be derived from a blend of public and private sources - and thus we will be able to maintain the festival's long-held, robust financial position.

The Edinburgh International Book Festival is a founder member of Festivals Edinburgh, the organisation created by Edinburgh's 11 major Festivals to support joint strategic development and maintain the position of Edinburgh's festivals as global leaders.

## **The Team**

2021 brought new changes, opportunities and challenges for our permanent team of 30 staff. A new central location at the Edinburgh College of Art allowed us to reimagine the

Festival in a new hybrid format. The mix of indoor spaces and a grassy outdoor courtyard enabled us to build broadcasting studios for digital events and, a range of flexible spaces for audiences to enjoy live and screened events in-person. Additional staff were employed on a temporary basis to help us deliver our vision. As a result, we were able to provide the welcoming and efficiently run environment for which the Book Festival is renowned. The experiences of delivering our 2020 and 2021 festivals has given us an excellent platform on which to build and learn for future festivals.

All permanent staff are encouraged to play a role in the ongoing development of the organisation and are involved through a number of full team planning and debrief meetings during the year. The strategic direction and management of the organisation is led by the Senior Management Team, made up of the heads of each department, the Executive Director and the Director.

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## **The role**

### **Key Duties and Responsibilities**

Reporting to the Head of Operations & Finance, the Administrator will contribute to the smooth running of a busy office and provide vital administrative support to the whole team throughout the year, acting as first point of contact and maintaining a professional, welcoming approach to all visitors to the office. This is a varied role with a broad range of responsibilities at different points in the Festival calendar.

#### **Office Management**

- Keeping the office tidy and well-stocked with all supplies
- Liaising with contractors
- Being the first point of contact for all visitors to the office
- Answering the main phone, admin and recruitment in boxes, post queries from customers, festival participants, press, and others, ensuring all enquiries are dealt with promptly
- Managing the Admin phone line and setting up phone messages in line with opening hours
- Receiving and distributing post and deliveries and arranging courier collections
- Ensuring the Administration Handbook is kept up to date and changes communicated to the staff team

#### **Administration**

- Assisting with meetings, including taking and distributing minutes to the team
- Filing of invoices for the Finance Officer and set up of annual finance folders
- Supporting other departments with administration on an ongoing basis
- Organising staff gatherings such as Christmas party and staff Festival party

- Organising 4 x yearly staff planning days and meetings
- Providing cover for the Executive Assistant during holiday periods

### **Festival Administration**

Assisting with general preparation for the Festival including:

- Liaising with other departments to order supplies and coordinate deliveries, especially during the site build and the Festival.
- Production and distribution of all participant, guest, press and staff security passes, signage for the Festival site and copies of schedules and rotas to key areas
- Ordering and distribution of uniforms for festival staff.
- Ensuring first aiders have up to date training and arranging courses where necessary.
- Disposal of lost property at the end of the festival
- Management of the office during the Festival including fielding enquiries to colleagues on site, reacting to unexpected situations and responding quickly and appropriately to customer feedback
- Taking and distributing minutes of morning briefing minutes during the Festival
- Training and supervision of temporary administrative staff
- Assisting with temporary staff training days

### **HR**

Assisting the Head of Operations & Finance and the Audience Services Manager with year-round recruitment and recruitment of up to 120 temporary staff for the Festival, including:

- Setting up and managing vacancies on our recruitment website.
- Assisting with initial short-listing of suitable candidates
- Scheduling interviews, greeting candidates, sending out reference requests for successful candidates.

### **Environmental Sustainability**

Being a member of the Green Team including:

- Sourcing the most sustainable materials possible when ordering office supplies, services and staff uniforms
- Contributing to data gathering for reporting to Creative Scotland on the Festival's carbon impact
- Attending Green Team meetings and deputising for Green Champion (Audience Services Manager) at external meetings where necessary.

The list of duties is not exhaustive. Where appropriate the Administrator will carry out other duties to assist in the overall performance of the Festival.

### **Person Specification**

This role is an excellent opportunity for a highly motivated individual with a strong interest in the arts and festivals and a passion for developing and maintaining effective office and administrative systems. The successful candidate will possess the following:

## **Knowledge and experience**

- 1 years' experience in a busy reception or office administration
- Knowledge of or an interest in environmental sustainability
- A general understanding of legislation relating to HR, finance and health and safety

## **Skills**

- Excellent communication skills, written and oral
- Excellent organisational skills and a demonstrable ability to take the initiative and work independently
- Excellent IT skills, working knowledge of Microsoft Office software, Zoom and ability to learn new systems quickly
- Attention to detail and the ability to work under pressure to tight deadlines.
- Ability to work collaboratively and across the team, balancing multiple priorities

## **Personal Attributes**

- An enthusiastic and conscientious personality with a can-do attitude
- Works flexibly, independently and as an effective team member
- A confident communicator who can use initiative to deal responsively and positively to urgent matters and immediate demands
- A commitment to embedding equality, diversity and inclusion across all aspects of delivery

## **Terms and Conditions**

The post is currently based at offices at 121 George Street, Edinburgh and at the Festival site at the Edinburgh College of Art during August. The Festival operates a flexible hybrid approach to working (a mix of working from the office, the Festival site and from home) and is committed to supporting staff with necessary equipment and materials. The Festival will consult staff on potential changes to this approach, in line with Government guidelines and operational requirements.

Normal hours of work are 9:30-5:30 Monday to Friday outwith Festival time, with additional hours required at peak times of year and during the Festival itself. During the Festival itself, staff are expected to work up to 6 days a week. Time off in lieu will be given for weekend days worked.

Employees receive 28 days of paid holiday per annum, consisting of an allowance of 22 days with an additional 6 public holidays across Easter and New Year. There is a discretionary two-week shutdown over Christmas in addition to annual leave.

Unless otherwise stated, all staff are subject to a three -month probationary period and performance review towards the end of the first Festival cycle.

The salary for this position will be per annum, dependent on the successful candidate's prior experience. It will be paid on the 28th of each month in arrears by bank transfer.

The Book Festival will pay **£19,500 to £21,500 per annum plus** a contribution of 5% of salary into our approved, auto -enrolment pension scheme. Employees must make the minimum statutory contribution 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 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 and an application letter. Your letter should outline your suitability for the post, why you wish to work at the Book Festival and highlight your relevant skills and experience. You may include any other information to support your application.

If the job description doesn't answer your questions, please contact Fiona Fergusson via [jobs@edbookfest.co.uk](mailto:jobs@edbookfest.co.uk)

**Closing date for applications:** 11.59pm on Sunday 15 May

**Interviews:** Monday 23 May.

The Edinburgh International Book Festival Ltd has its registered office at 121 George Street and is a company limited by guarantee (no SC079939) with charitable status (SC010120)

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