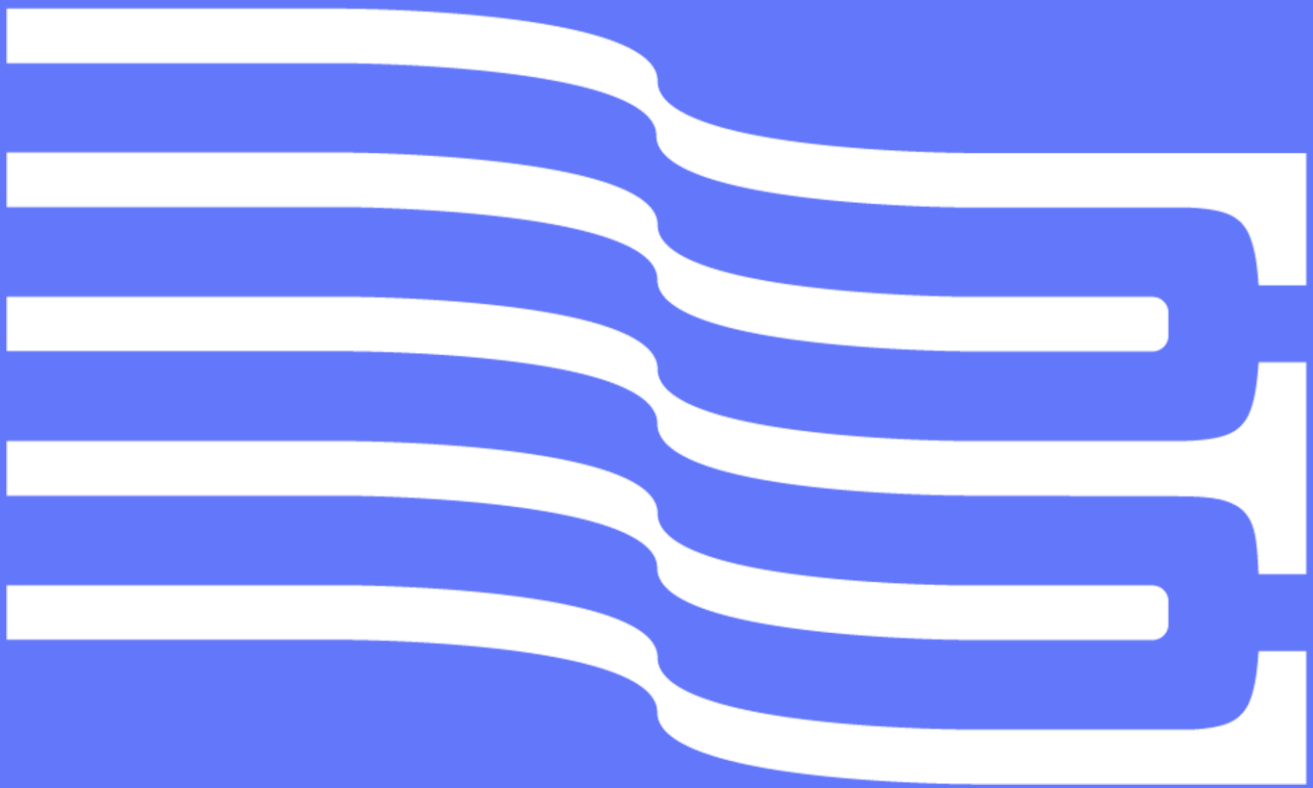




Edinburgh  
International  
Book Festival



Front of House  
Supervisor

# Front of House Supervisor – Fixed Term Contract: Job Description

## Contract

Fixed-term contract from Tuesday 6 August — Monday 26 August 2024, full-time.

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

## Rate of Pay

£13.88 per hour, paid weekly in arrears by bank transfer (plus holiday pay).

## Key dates

The Edinburgh International Book Festival runs from Saturday 10 August – Sunday 25 August 2024.

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## Background

The Edinburgh International Book Festival brings leading and emerging Scottish, UK, and international authors and thinkers together to inspire each other and audiences through an extensive programme of public events, including conversation, interactive activities, and performance. The Book Festival takes place in person in Edinburgh but has a significant digital offering to reach authors and audiences around the world.

The Book Festival has a 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 Children's Programme - comprising author events, activities, and workshops - is produced for young audiences of all ages, from babies to teenagers. In addition, an extensive Schools' Programme is created for primary and secondary pupils, as well as teachers, with thousands of school children attending each year. All tickets to schools' events are free, and each child goes home with a free book.

Through our Communities Programme we bring local people and organisations from across Scotland together with professional writers and artists to have big conversations, unearth new stories and provide a space for everyone's voice to be heard. As an organisation of local, national, and international reach, we shine a light on underrepresented communities, supporting them to develop their voices through cultural activity.

## The Front of House team

The Front of House team comprises Manager, Supervisors, and around 35 Assistants. With over 200,000 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.

## Key Responsibilities

### Pre-Festival duties

- Carrying out training with the Manager and Front of House Assistants
- Coordinating final preparations of venues prior to Festival opening

### During the Festival

- Liaising with Venue Managers and Box Office to ensure that venues are prepared, opened and audiences promptly seated for events to start on time
- Supervising Front of House Assistants, including delegating tasks and monitoring performance, 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

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 Front of House experience in a live events or festival environment
- Experience of supervising staff in a customer-facing environment
- Good communication skills
- 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 welfare

The Book Festival has developed an open and active staff welfare culture and is committed to making everyone 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. Members of staff have chosen to be trained in First Aid for Mental Health, ensuring awareness of staff well-being is embedded in our culture. We have a Safer Spaces Policy, which actively promotes a culture where everyone's experience (staff, artists, associates, and visitors) is valued, and no-one is made to feel unsafe or excluded.

## 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 £13.88 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 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 (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](mailto:jobs@edbookfest.co.uk)

**Closing date for applications:** Sunday 2 June 2024, 23:59

**Interviews:** w/c 10 June and 17 June 2024

## Interviews

Interviews will be held virtually.

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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).