



Wigtown Festival Company

Job Description: Office Manager

Salary

Annual salary £17,400 for 21 hrs per week (0.6FTE) (£29k pro rata).

Employers pension contribution of 5%

12 days annual leave entitlement plus statutory public holidays.

Tenure

This post is permanent, subject to a 3-month probationary period.

Relationships

The Office Manager will be responsible to the Chief Executive.

Travel

The post may involve travel on behalf of the company.

The Company's office is based in Wigtown, Scotland.

Background to the Post

Wigtown is Scotland's National Book Town and the annual Wigtown Book Festival is now one of the UK's best-established literary gatherings, featuring more than 200 sessions each year for all ages, encompassing visual arts, music, theatre and food as well as literary events.

The festival draws writers and members of its audience from far and wide, while continuing to celebrate the rich history and culture of south-west Scotland. Wigtown Festival Company was established as a charity in 2007 to deliver the annual festival, and since then both the festival and its year-round engagement and educational activity has grown significantly: developing new audiences, helping writers fulfil their potential, cultivating a love of reading for pleasure in children, and providing creative opportunities for young people. The festival has won numerous awards including most recently the 2024 VisitScotland Thistle Award for Outstanding Cultural Event or Festival.

Purpose of the Post

The Office Manager will support the day to day running of Wigtown Festival Company. They will manage the office, undertake general administrative tasks, building and premises maintenance and administration, they will support the staff team in delivery of activity and administer projects including the Wigtown Poetry Prize and Anne Brown Essay Prize. The postholder will be essential in ensuring an efficient and professional workplace. This will require regular and effective communication with colleagues.



Duties of the Post

General Administration

1. Answer general enquiries by telephone and in person.
2. Sort incoming post and administer outgoing post.
3. Manage the generic email account – mail@wigtownbookfestival.com – and deal with or pass on to the appropriate person, email enquiries.
4. Maintain the Company's customer database and ensuring GDPR compliance.
5. Set up for and reset the Conference Room for meetings liaising with the Commercial and Sales Coordinator as appropriate.
6. Arrange meeting hospitality as required.
7. Maintain office supplies including all basic stationary.
8. Support the Finance Officer by paying invoices and recording them for approval.
9. Provide administrative support to quarterly governance meetings including sending papers prior to the meetings and taking and circulating Board minutes.
10. Provide administrative support for team meetings including room booking and set up, scheduling and taking notes.
11. Provide admin support for staff team where required, including fixed term event staff.
12. Environmental and Statistical Reporting - providing access and ensuring maintenance of data collection for reporting.

Premises Management

13. Day to day premises management tasks including the maintenance of equipment, insurance, software, stationery and furnishings.
14. Management of related accounts and contracts such as telephone, internet, heating, lighting, water, waste, cleaning and garden maintenance.
15. To ensure risk assessments, fire alarm checks and fire extinguisher services for company offices and The Open Book are carried out and updated regularly.

Finance

16. Maintaining the finance spreadsheet/accounting software system for outgoing payments, obtaining approval for payments and making payments.
17. Budget reports for agreed projects, to be presented to/for the finance working group and Board, as required.
18. Coordinating with the Finance officer where necessary to ensure they have information required for reporting - e.g. staff and board expenses, supplier invoices etc.

Project Administration

Provide administrative and practical support for projects including, but not limited to:

19. Wigtown Book Festival, including helping with uploading event information and ticket sales via our ticketing and event software (Monad), full training will be given.
20. In delivery of the Festival, co-ordinate the provision of accommodation for authors and speakers.
21. In delivery of the Festival, support the Volunteer Co-ordinator.



- 22. Wigtown Poetry Prize, including liaison with the trustee responsible for overseeing the poetry prizes as well as judges, entrants and the Marketing and Comms Coordinator.
- 23. Anne Brown Essay Prize, including providing administrative support to the Chief Executive.
- 24. The Open Book, liaison with potential guests and the meet and greet volunteers where required.

Health and safety

- 25. Be mindful of health and safety at all times and report any issues to the Chief Executive.

External Relations

- 26. Promote positively at all times the work of the Wigtown Festival Company both internally and to key stakeholders, sponsors, participants, audiences and other involved groups.
- 27. Represent the Company at external meetings as required.

General

- 28. Undertake any reasonable additional tasks as may from time to time be required by the Chief Executive. If additional training is required to carry out such duties, this will be funded by the Company.

Confidentiality

- 29. On no account, either during this contract or after termination of this contract, must any confidential information whatsoever, relating to the business of the Company be given to any person other than the employees of the Company or members of the Board of Trustees where necessary for the operation of the business.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> At least 3 standard grades in appropriate subjects including English and Maths. Formal record of additional training courses attended. 	
Experience	<ul style="list-style-type: none"> Working or volunteering in a public-facing role. Previous administrative experience 	<ul style="list-style-type: none"> Previous Office Management experience
Skills & Abilities	<ul style="list-style-type: none"> Computer literate and numerate, a working knowledge of Microsoft Office and Google Work Space. Good written and oral skills. Ability to work systematically, to manage and prioritise multiple tasks and requests and respond flexibly as urgency requires. Excellent interpersonal skills and abilities to deal with a variety of stakeholders. A creative and problem-solving approach to work. Ability to work closely with colleagues and partners and form professional working relationships. Ability to understand new concepts quickly. Willingness to work long or anti-social hours on occasion, where time off in lieu is agreed. 	<ul style="list-style-type: none"> Use of finance software (SAGE or equivalent). Use of online ticketing systems (Monad or equivalent). Experience of working with creative organisations.
Personal Qualities	<ul style="list-style-type: none"> Articulate Professional manner and appearance. Flexible and highly motivated. Excellent time management. Self-starter with ability to work alone or as part of a team as required. Ability to use your own initiative. An ability to develop and maintain effective working relationships with team members and other staff. 	<ul style="list-style-type: none"> Creative, flexible and a personal ethos of continuous improvement A keen interest in literature and its place in the local community.