



JOB DESCRIPTION

JOB DETAILS

Job Title:	WGP Office Administrator
Line Manager	Assistant Publishing Manager
Location:	Glasgow
Operational Committee:	Communication and Fundraising
Date of this version	April 2017
Salary Grade:	B, £17,891 (pro rata)
Hours:	16 per week over at least 3 days

JOB PURPOSE

To manage the administration of the sales operations of Wild Goose Publications and provide administrative support for all members of the publishing team, helping with the day-to-day operation of Wild Goose Publications.

MAIN RESPONSIBILITIES

1. Communicating to the outside world through email and phone calls to WGP. Also being the initial point of contact for suppliers, authors, customers and general enquirers.
2. Monitoring website sales: checking that orders have been incorporated into Booksource's system, sending shipment emails when items have shipped, dealing with any problems that may arise.
3. Helping customers who have difficulty downloading digital items or any other problems.
4. Taking orders by phone or email and passing these to Booksource to fulfil. Creating invoices and processing payments.
5. Compiling monthly sales figures and assisting with the input of stock figures into database.
6. Dealing with permissions enquiries for use of our material in other publications or situations.
7. Assisting with the creation and monitoring of contributor contracts for new publications (anthologies).
8. Planning and writing grant applications to support publications, soliciting input as required from other publishing staff.
9. E-mailing information on new titles to bookshops, potential reviewers etc.
10. Any other reasonable duties as directed by the post holder's Line Manager.

SUPERVISION AND BUDGET RESPONSIBILITY

The post holder has no line management responsibilities for other staff.



LEVEL OF AUTONOMY AND DECISION-MAKING

Though tasks are often routine, and activities dictated by the demands of the department, prioritising of work is always self-directed, and a number of tasks are under the post-holder's control. Decision-making across a range of tasks is left to the post-holder particularly as the post-holder can be occasionally the sole worker in the department. Reference to other staff is kept to a minimum.

The post holder will work with some supervision and use their initiative to deal with queries which may arise in the absence of other staff.

COMMUNICATIONS

Internal:

- Regular contact with the Finance Department with regards to invoicing.

External:

- Regular dealing with the general public, including members, associates and friends of the Iona Community, assisting them with enquiries and with purchasing goods and providing advice when needed.
- Some contact with suppliers, distributors, retailers etc over routine matters which aid the smooth operation of the department.

COMPLEXITY

The job is wide ranging and works to deadlines therefore requires a degree of self-management to allow tasks to be completed on time. Multitasking is required to deal with the general public in a service capacity whilst undertaking other duties.

KNOWLEDGE AND SKILLS REQUIRED

The post holder should have an interest in publishing, and proven administrative skills as well as being computer literate, with excellent communication skills and an ability to work successfully in a small team. The ability to use a variety of software is an essential requirement.

AGREEMENT

Job Holder's Signature

Date

Immediate Manager Signature

Date