



JOB DESCRIPTION – ADMINISTRATOR (WILD GOOSE PUBLICATIONS)

JOB DETAILS

Job Title	Administrator (Wild Goose Publications)
Line Manager	Wild Goose Publications Manager
Location	Home based – with some time in Glasgow
Date of this version	October 2021
Salary Grade	Grade C £20,764 - £23,566
Holiday entitlement	32 days per year, inclusive of public holidays
Probationary period	6 months

JOB PURPOSE

To provide all aspects of administrative support to Wild Goose Publications, providing: administration of sales and liaison with customers and suppliers; maintenance of the sales database and administration of royalties; administrative support for other members of the publishing team; metadata and files to various external organisations; handling of permission requests for re-use of material

MAIN RESPONSIBILITIES

1. Ensuring the smooth day-to-day operation of Wild Goose Publications in relation to the outside world. 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, updating status of orders when items have shipped, dealing with any problems that may arise.
3. Providing alternative payment methods for customers who have difficulty paying via the WorldPay system, and help with downloading digital items, or any other problems. Providing information about our publications in response to customer enquiries.
4. Taking non-website orders by phone or email and passing these to Booksource to fulfil. Creating invoices and processing payments.
5. Maintaining and updating the sales database and liaising with the database programmer.
6. Applying for MCPS licences for music performance publications.
7. Administering the calculation and payment of royalties to authors twice-yearly.
8. Compiling monthly sales figures and inputting stock and sales figures into the sales database. Recording goods in and e-book sales via Gardners etc.
9. Dealing with permissions enquiries for use of our material in other publications or situations.
10. Creating and administering contributor contracts for multi-author books.
11. Provision on a regular basis of metadata and files to various organisations, e.g. British Library, Gardners, Publishers' Licensing Services etc.
12. Planning and writing grant applications to support publications, soliciting input as required from other publishing staff.
13. E-mailing information on new titles to bookshops, potential reviewers etc.
14. Providing administrative support for other Iona Community Staff
15. Other reasonable duties as required.

SUPERVISION AND BUDGET RESPONSIBILITY

The post has no line management or budgetary responsibilities, although there is a requirement to work within budgets set by the Iona Community.

LEVEL OF AUTONOMY AND DECISION-MAKING

The post holder will work with some degree of supervision, especially for non-routine tasks. Prioritising of work is largely self-directed and a significant degree of initiative is required in communicating with customers and co-operating with outside agencies.



COMMUNICATIONS

Internal

- The WGP team
- The Finance Department
- Other Iona Community administrative support

External

- The public, including but not limited to members, associates and friends of the Iona Community, assisting them with enquiries and with purchasing goods and providing advice when needed.
- Suppliers, distributors, retailers etc. over routine matters which aid the smooth operation of the department.
- Authors regarding contracts, and reporting and payment of royalties.
- Outside organisations in order to supply metadata and files according to the requirements of each.
- Sales database programmer in order to initiate upgrades in function etc.
- Organisations or individuals seeking permission to use WGP material.

PERSON SPECIFICATION

Essential Abilities

- Ability to communicate calmly, professionally and positively with customers and with colleagues by telephone, email, online and by letter
- Ability to exercise a sense of urgency and work under pressure
- Ability to provide excellent service when handling customer enquiries
- Ability to be a proactive team worker
- Outstanding attention to detail
- Highly accurate data entry skills
- Ability to administer individual workload under guidance and to ask for help when required
- Enthusiasm and a 'can-do' attitude

Essential skills and experience

- Excellent customer care skills
- Excellent database skills
- Good MS Office skills
- Numeracy
- A high standard of written and spoken English
- Working knowledge of GDPR guidelines

The post holder should also be in sympathy with the aims and concerns of the Iona Community.

AGREEMENT

Job Holder's Signature

Date

Immediate Manager Signature

Date