



Operations & Sales Administrator Recruitment Pack

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scottishbooktrust.com



Scottish Book Trust is a registered company (SC184248)
and a Scottish charity (SC027669).

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About Scottish Book Trust

Scottish Book Trust believes that reading and writing for pleasure has the power to transform lives, from supporting mental health and wellbeing to breaking the poverty cycle, improving employability and inspiring creativity.

As Scotland's only national reading charity, our mission is to ensure people living in Scotland have equal access to books and, every year, we deliver our world-class programmes and annual awards to well over two million people.

We deliver our programmes in every local authority area in Scotland, and we work with partners ranging from small community groups to the Scottish Government. We introduce books and storytelling to pre-school children through our book gifting programmes to inspiring and empowering adult readers and writers, we believe it's never too early – or too late – to begin a magical journey with words.

Our book-gifting programmes Bookbug and Read Write Count with the First Minister reach over 310,000 children across Scotland every year. We continue the journey with schools in our communities participating in an accreditation programme to help them build and sustain a reading culture.

Our Writing Programmes encourage people to share their themed true stories through Scotland's stories, annual New Writers Award supporting emerging writers and supporting publishers to publish and promote work written in Scots. Whilst our Reading Programmes delivers Book Week Scotland each autumn, helps fund and support author events in schools and community venues, and supports people with digital storytelling to tell their personal stories through audio and images.

You'll find us in schools, and libraries and at community events, across Scotland in towns, cities and in isolated, rural communities. We bring books to life and share the joy of reading with children in care, families living in challenging circumstances, and people in prison. In short, you'll find us wherever we're needed most.

Our programmes include:

[Bookbug](#)

[Book Week Scotland](#)

[Reading Schools](#)

[Writing and authors programmes](#)

[Research and evaluation](#)



Our values

We're looking for people who share these values that apply to everything we do:

Creative

We welcome innovation and experiment with new approaches. All of our staff have the opportunity to contribute and test out ideas and we encourage this approach in our partners.

Bold

We tackle challenging issues and ask difficult questions both of ourselves and of others. We create a culture of openness within our organisation.

Collaborative

Our partnerships are one of our most valuable assets. We believe that collaboration, both internal and external, is fundamental to our learning, development and impact.

Nurturing

We treat everyone with respect and value diversity and individuality. We are committed to fulfilling potential and developing talent.

Our people

We currently employ over 75 staff across:

- Five programme teams supporting Early Years, School Communities, Reading Communities, Writing Communities, and Research and Evaluation
- Our Marketing department that includes fundraising, social media, design and digital functions
- Our Finance and Operations department that includes Finance, HR, Commercial Development and Building Management functions.

You can find out more [about us](#) on our website.

We have staff working for us across Scotland. We support flexible working with 25% of staff working part-time, and 50% of staff working flexible hours. Whilst we encourage staff to spend time in our office in central Edinburgh to collaborate and share ideas, we also utilise hybrid working. On average, most staff spend one to two days per week in the office. Following consultation with the staff team the office (Sandeman House) is closed on a Friday and therefore home working applies to everyone contracted to work on Fridays.

We are responsive to the needs of our staff and ensure accessibility is embedded in the materials we create. We provide our staff with tailored learning and development opportunities to support them to do their best work.

We want to support all communities across Scotland, with particular focus on those who are vulnerable, under-represented and who need it most. We are an organisation where equality, diversity and inclusion are embedded in all we do, and we would like to improve diversity within our leadership.

We believe that having a team with different backgrounds and experience we are more likely to encourage debate and will aid SBT to make inclusive decisions. We are looking for people who will be passionate supporters of our mission, whose lived experience can help shape the impact of our programmes and improve how we engage with our beneficiaries.

About the role

This is an excellent opportunity for you to join Scottish Book Trust as an Operations and Sales Administrator. The position offers flexible, part-time working within our Operations Team.

The Operations Team at Scottish Book Trust plays a vital role in keeping the organisation running smoothly, safely and compliantly. The team is responsible for core support functions including HR, finance, IT, building and facilities management, and our commercial activities which include the Scottish Book Trust shop and book donations. Working across the organisation, they ensure robust systems, effective processes and a well-managed environment that enables colleagues to deliver impactful programmes across Scotland.

The post holder will work closely with the Commercial Manager to deliver essential administrative support including packing and dispatching online shop orders, managing and organising stock, and responding to customer enquiries. They will also support the logistics of our annual book donation appeal and ad hoc book gifting dispatch.

The postholder will support programme teams with a variety of mailings; and assist the Operations team with aspects of building management, helping to ensure the smooth day-to-day running of the organisation.

Key responsibilities

- Pack and dispatch orders for the Scottish Book Trust online shop, ensuring accuracy and timely delivery
- Respond to customer enquiries relating to online shop orders, products and deliveries in a professional and timely manner
- Receive, organise and maintain stock, including regular stock checks and reporting discrepancies
- Support programme teams with the preparation and distribution of mailings, including large-scale fulfilment tasks
- Assist with maintaining accurate records for stock, orders and postage

- Support with the preparations for and potentially attend off-site pop-up shops as required
- Assist with the logistics of our annual book donation appeal and ad hoc book gifting dispatch
- Assist with day-to-day building management tasks, such as monitoring supplies, reporting maintenance issues and supporting contractors on site
- Co-ordinate the lending, tracking and return of technology equipment to ensure it is available, maintained and accounted for
- Help ensure a safe, tidy and well-organised working environment
- Support basic health and safety processes and compliance tasks as required
- Provide administrative and operational support to the Commercial Manager and the wider Operations team as required
- Work collaboratively across teams to support the smooth running of organisational processes
- Contribute to continuous improvement of processes and systems within the Operations function

You will have:

- Experience in an administrative, logistics, retail or customer service role (including part-time or entry-level experience)
- Experience dealing with customer enquiries via email or phone in a professional manner
- Familiarity with online shop or e-commerce processes
- Experience of packing, dispatching orders or handling stock is desirable but not essential
- Ability to safely undertake manual handling activities, including lifting, carrying and moving stock, and to remain active during the working period while picking and packing customer orders/ organising mailings.
- Strong attention to detail, particularly when handling orders and stock records
- Excellent organisational skills and time management skills, with meticulous attention to detail, taking a pride in working to a high standard

- Excellent communication skills, written and verbal with the ability to interact professionally, with a friendly, approachable manner
- Competent IT skills including use of common IT systems (e.g. Microsoft Office, email, databases or order systems, use of Royal Mail Click and Drop or other delivery providers would be advantageous)

You will also be:

- A team player but able to self-motivate and work to multiple priorities
- Confident to work across the organisation with multiple teams
- Reliable and adaptable, with a strong work ethic.

Other information

Due to the nature of the role providing on-site support and services at our Central Edinburgh-based office, hybrid working does not apply to this post.

The hours of work are 12 per week / 4 hours per day during school term time, Monday to Thursday. Monday and Thursday are essential working days, the remaining time may be worked between that as agreed with the successful candidate.

This is a physically active role involving standing, packing, handling stock, moving equipment and preparing orders for dispatch. It can involve moving and lifting boxes weighing up to 20kg following appropriate training and safe working practices. Manual handling training will be provided.

The post may involve occasional travel within Scotland and out of office hours work from time to time including evenings and weekends.

A driving licence is desirable but is not essential.

Appointment will be conditional on securing a Level 1 from Disclosure Scotland.

Benefits

Location

The person location is at our office in Edinburgh City Centre. The building is open Monday to Thursday, with great access by train, bus, and tram.

Salary

£7,671.62 for 47.4 weeks (includes 7.4 weeks annual leave) / £24,547 FTE

Hours of work

12 hours per week during school term time, across 3 days: Monday to Thursday. Monday and Thursday are essential working days. We are open to a discussion about a flexible working pattern subject to the needs of the organisation.

Contract type

Permanent

Holidays

Scottish Book Trust's holiday year runs from 1 January to 31 December of each year. The basic annual holiday and statutory leave entitlement for a full-time post is 259 hours (7.4 weeks) per annum including public and bank holidays which staff may be asked to work and for which they will be paid at the usual rates. The office closes between Christmas and New Year for which holidays are allocated from the annual allowance.

Holiday entitlement accrues during the first year of employment on a month-by-month basis and staff are only entitled to holidays as they accrue. Holiday entitlement for part-time posts is calculated on a pro-rata basis. For this role the pro-rated annual entitlement is 7.4 weeks per year, 5.6 weeks of which will be allocated to school holidays.

Pension

Scottish Book Trust offers a money purchase pension scheme with a current employer contribution of 5% per annum and a minimum employee contribution of 3%. Eligible employees will be auto enrolled into this scheme but have the choice to opt out.

Death in service and other benefits

Scottish Book Trust offers a life assurance scheme, paying a lump sum of three times employee's gross annual salary upon death whilst in employment.

Employees also have access to an Employee Assistance Programme and a Cycle to Work scheme.

How to apply

To apply for this role, you must complete our [online application form on the vacancy webpage](#). Please note that we **do not** accept CVs or AI generated content.

Part A:

You should ensure that your **Part A** works as a **standalone document** to demonstrate your suitability for the job role. When longlisting the Recruitment Panel only have access to Part A of the application form, which consists of your Personal Statement and Other Information. Other information can include details about activities or hobbies from your non-working time that could be relevant to your experience for the role. Please do not include any dates, personal data or links that would mean that you are identifiable. Any information like this will be redacted to protect our equality-based process.

Part B:

Part B of your application allows you to give us the names and contact details for two referees. One of these should be your current or most recent employer. Please note that we **do not** contact referees until a conditional offer of employment has been made.

The form contains a link to our Equality Monitoring. This is optional and is used by HR to enable us to measure our Inclusive recruitment practices.

We welcome applications from diverse educational and cultural backgrounds.

However, we are unable to offer visa sponsorship for this role. Therefore, please ensure you have the Right to Work in the UK before you apply for this post. We will ask you to bring proof of your eligibility to work in the UK with you to interview.

Please see the UK Government website for more [information on proving your right to work](#).

If you have a disability and require us to consider any reasonable adjustments to facilitate the application process please get in touch with our HR team:

recruitment@scottishbooktrust.com

We recognise our responsibility in protecting vulnerable groups. Appointment will be conditional on securing an appropriate level of disclosure for the position from Disclosure Scotland.

For any additional information please email recruitment@scottishbooktrust.com