

## **VACANCY: BOOKSELLER at Nairn Bookshop**

**Closing Date: Saturday 16th March, 5pm**

**Please read *in full* the job details and application process details below.**

### **THE JOB:**

**BOOKSELLER. 7–12 hrs/week Mon–Sat with some very occasional evening and event work**

**Starting pay £10.42–£11.50 per hr depending on experience**

Part-time, permanent (with probationary period), starting April 2024

This role will involve a variety of tasks – but most of the job involves working on the shop floor.

This job will usually involve two or three half-day shifts (so, 7 to 12 hours: we can discuss this at interview), Mon–Sat. Hours will vary depending on your availability and what we can offer from April 2024. Depending on your experience and interests, there may be additional hours for assisting more specifically with Buying and Returns work, with window displays, or with social media tasks. There are also extra hours available for holiday cover & around festival time.

### **A non-exhaustive list of tasks:**

- This role is primarily sales-based. You must be comfortable talking to customers and browsers, and capable of recommending books across a wide range of topics and interests. You must be able to keep up-to-date with at least some of the main titles coming into the shop on a daily basis.
- Using book management software when receiving, shelving, and dealing with stock on a (very) regular basis. Stock management including assistance with displays, culling, and returns. Also sometimes dealing with suppliers by email or 'phone.
- Solving problems for customers on the phone and in person. Also sometimes dealing with customer emails.
- Handling cash and using EPOS software and card payment machines.
- Opening and closing up the shop.
- Assisting with events – for instance, reorganizing bookshop furniture and welcoming readers and authors; liaising with authors and helping promote events (e.g. on social media).

**IMPORTANT:** We are a very small team and some days are very fast-paced and require more customer-facing tasks than others. You will usually be working alone in the shop (though will always see a colleague at handover). This all means you'll be expected to do your part to maintain the shop – from tidying and topping up displays and alphabetizing shelves, to light cleaning (e.g. sweeping, hoovering, dusting, flattening cardboard for recycling).

Diversity, inclusivity, and mutual respect are important to us, and we do have a Safer Spaces commitment (and statement: see [here](#) on our FAQs page); all staff are expected to welcome and adhere to these commitments and to our statement.

During and leading up to the Nairn Book & Arts Festival (late August/early September), we experience a lot of additional demands on our time. Hence, no holidays can be taken in the two to three weeks around that time. (There are, conversely, opportunities for extra hours in those times.) Similarly, booksellers are usually required to work throughout the busy Christmas period (again, with some opportunity for extra hours) – but to work a little less in the quietest month of January and February.

**This role is physically demanding at times.** Please check our accessibility information for more context on this.

## WHAT WE'RE LOOKING FOR IN A BOOKSELLER:

### *Essential*

- **A genuinely passionate and voracious reader who can articulate what they love about books**, and can ideally provide short summaries of books they've read, and/or explain their enthusiasm for new or forthcoming titles.
- **Someone with excellent interpersonal and communication skills** for a customer-facing role (e.g. be welcoming and at ease talking to a variety of different readers; be able to communicate clearly and calmly when solving problems; be capable of appropriately cutting short a long chat with a browser to avoid falling behind on other tasks; understand mobility and other needs of customers).
- **Someone committed to communicating openly, honestly, and consistently.** This is an absolute must.
- **You must be computer literate:** this is essential because the role involves searching databases, using various online and offline programs, including Google Drive and our social media accounts. (Bookselling-specific program training will of course be provided.)
- **You should be resourceful and happy working alone, but must also work well with others** (even if you're rarely in the shop with them at the same time).
- **It's essential you're good at multitasking**, as you'll need to manage tasks (often, multiple tasks) while dealing with regular interruptions from customers and browsers.
- **Someone who's flexible and motivated.** Keen to learn.
- **An excellent eye for detail.**
- **We do need you to be conscientious and committed.** While we don't want you to 'take your work home with you', we do need complete commitment when at work. It takes a lot to make a small indie bookshop thrive, so this is essential for all of us!
- **Someone who's a quick learner**, and comfortable being thrown in the deep end.

## ***Desirable***

- Demonstrable knowledge of wider literary culture.
- Bookselling or book trade experience
- Experience in a customer service role.
- Good sense of design and the use of space: these are useful for creating displays, in the shop and elsewhere.
- Experience with trade software (e.g. Gardlink).
- Experience with social media and design (e.g. Canva).
- Experience working in events.
- Copywriting skills.
- Knowledge of online sales, subscription models or stock management (including returns).

## **ACCESSIBILITY**

- The shop itself is split between the shop floor and small office (at pavement level), and a basement storage areas and toilet, which are down a staircase. External events take place in locations of varying accessibility, although most usually at NBAF venues such as the Nairn Community & Arts Centre and the Little Theatre.
- On shift in the shop your time is split between moving around the shop shelving books – which might sometimes require using a low step ladder – and standing/sitting on a high stool behind a till.
- For event set-up we move books and tables on the shop floor, and move chairs from our basement up and down a narrow staircase (navigating some narrow spaces).
- You will need to be able to handle sorting, packing, and unpacking boxes full of books and stationery items. On occasion, some heavy lifting might be required when receiving and transporting boxes of books to external events.
- The environment of the bookshop is ever-changing and can be quite fast-paced with an evolving set of daily priorities to balance. Sometimes, it can be very slow, and priorities change.

## **INCLUSIVITY**

Bookshops are a great entry point for publishing and other trade work, to an industry that remains predominantly middle class, and white. We are therefore particularly interested in hearing from candidates who are habitually underrepresented in the book trade – but it's of course *not* a requirement!

## HOW TO APPLY:

### Closing Date Saturday 16th March, 5pm

Please email Samantha Holland at [hello@nairnbooks.com](mailto:hello@nairnbooks.com), with the subject line **BOOKSELLER JOB**, or write to Bookseller Job, Nairn Bookshop, 94 High Street, Nairn IV12 4DE.

Please *do not* bring your application to the shop in person (unless by prior agreement in writing with Samantha).

### Please include the following in your application:

(1) A couple of paragraphs about why you think you'd be a good fit for Nairn Books. It's good to know what kinds of books you read, what skills you think would make you work well with us, and also to know something about issues, hobbies, or writers you might be passionate about. (Max 350 words, please!)

(2) A breakdown of relevant past employment, education, and any work placements and experience. This can be in the form of a CV, or you can list them in relation to the skills and experience we're looking for as set out above.

(3) A statement that you have read and accepted our [safer spaces statement](#) (on our FAQ page) as well as the range of hours and tasks outlined for this job.

(4) The name you'd like us to use for you when we reply, and your pronouns. (Apologies if this seems obvious!)

If you've sent a speculative application or enquired about working here in the past, and want to be considered for this role, it's absolutely okay to re-apply!

### THE PROCESS:

- **Closing date is: Saturday 16th March, 5pm**
- If you're shortlisted you will be contacted by close of day **Tuesday 19th March** and invited to interview. (We will contact all those whose applications were unsuccessful – but please understand we simply don't have the time and resources to offer everyone full feedback.)
- Interviews will take place in person on Friday 22nd and Monday 25th March.

We aim to offer the position by **Saturday 30th March**, with an **ideal start date as soon as possible in April**.