Job description - Book Provision Officer (full-time, permanent)

About the role

The Book Provision Officer supports the Head of Operations and Book Provision Manager in the planning and delivery of our Book Provision programme, as we aim to deliver over 1 million books to libraries, schools and communities around the world. The position is a split role encompassing both administrative support, such as making book selections, maintaining databases, managing partner records and communications, as well as hands-on support to our operations, sorting book donations, picking and packing orders. The successful applicant will work closely with the Book Provision Manager to ensure our book provision objectives are met in a timely manner, through developing good internal and external relationships, ensuring we deliver a programme that meets our partners’ needs.

About you

- You have proven experience working with external partners, in a customer-focused role
- You have a good knowledge on the workings of the UK book trade, publishing sector or libraries
- You have experience of warehouse operations and logistics
- You have excellent written and verbal communication and organisational skills, and a methodical approach
- You are a team player, with a can-do attitude, attention to detail, ability to work under pressure and can manage a varied workload simultaneously.

Key responsibilities

- Execute the book allocation and shipping plans in a manner that ensures partners’ needs and Book Aid International’s goals are met while balancing the department’s workload, developing a streamlined process
- Assist with the management of all Book Aid International partner relationships, ensuring partner records are kept up to date, reporting is received on time, and book donation details are communicated clearly
- Create relevant and appropriate book donation selections for our partners, and maintain key product data in our inventory system
- Support the monitoring and evaluation of the book provision programme, either in-person or remotely, and present findings in a concise and informative way, apply these learnings and continually improve our service delivery
- Receive and process book donations as they arrive at our warehouse in line with current demand, sorting, categorising and filtering to ensure books meet the standards and relevance required
- Create and pack special orders, and manage the organisation and provision of all project materials for Book Aid International’s programmes.
**Relationships**

Key internal relationships
- Head of Operations
- Book Provision Manager
- Programmes Manager
- Shipping and Warehouse Supervisor.

Key external relationships
- Book Aid International’s in-country partners
- External suppliers/consultants.

**Reporting lines**

This role reports to the Book Provision Manager.

**Requirements**

**Essential**
- A good standard of education including Maths and English
- Excellent IT skills, including database management tools, inventory management system, Microsoft Office suite
- Experience working with external partners in a customer-focused environment
- Team player, collaborative and always willing to help others
- Organised, flexible and efficient worker
- Commitment to the role of reading, education, and international development.

**Desirable**
- Educated to degree level or having at least five years’ experience in a related role
- Experience in the UK book trade (publishing, retail) and/or libraries
- Warehouse operations and logistics.

**Operations Team Structure**

![Operations Team Structure Diagram](image-url)

**Books change lives**

Book Aid International is a charity and a limited company registered in England and Wales. Charity no. 313869 Company no. 880754 Registered Office: 39-41 Coldharbour Lane, London. SE5 9NR
### Terms and Conditions

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<tr>
<th><strong>Contract</strong></th>
<th>Full time, permanent</th>
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<tbody>
<tr>
<td><strong>Working hours</strong></td>
<td>35 hours per week</td>
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<tr>
<td><strong>Place of work</strong></td>
<td>Camberwell office, SE5 / home working</td>
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<tr>
<td><strong>Annual leave entitlement</strong></td>
<td>25 days per annum + bank holidays</td>
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<td><strong>Salary range</strong></td>
<td>£22,000-£24,000</td>
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<td><strong>Benefits</strong></td>
<td>Flexible working policy, generous pension contribution - up to 8% employer contribution, good training and development budget, life assurance, Employee Assistance Programme.</td>
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