



Digital Assistant Information Pack

Introduction

Thank you for your interest in the position of Digital Assistant at Moniack Mhor. This is an exciting new post, designed to support our Moniack Mhor Online programme as well as participating in the residential writer development programme and wider life at the centre.

In this job pack, you will find more information about our organisation, the job description and person specification and how to apply.

Please feel free to contact either Rachel (Centre Director) or Angela (Centre Manager) to discuss the role before applying, on info@moniackmhor.org.uk. We very much look forward to receiving your application.

With best wishes,

Rachel Humphries, Centre Director and

Angela Cran, Centre Manager

About us

Moniack Mhor is Scotland's Creative Writing Centre. Based in the Scottish Highlands, we run residential and online courses in a range of genres tutored by some of the finest authors in the UK and beyond. With workshops and one-to-one tutorials, our courses provide an atmosphere that enables writers to fully immerse themselves in their writing. The centre also offers writing retreats, providing time and space, free from distractions, where writers can be part of a nurturing community. Other support offered by Moniack Mhor includes awards, bursaries, professional residencies, international residencies and a programme for young writers. <https://www.moniackmhor.org.uk/>



The organisation is a registered charity, financed through a variety of different sources, principally through Regular Funding from Creative Scotland. The aims of Moniack Mhor are –

- To develop new literary talent and further the skills of writers, fostering the creation of new literature.
- To inspire people of all ages and backgrounds to reach their full potential by developing confidence in writing ability and encouraging creative expression.
- To provide high-quality creative writing learning experiences in a supportive, unique and inspirational setting.
- To place environmental sustainability, landscape and cultural preservation at the heart of our work.
- To embed equality as an overarching theme and to remove barriers to the writing process.
- To work in partnership to create and support a dynamic literary culture in the Highlands and Islands and beyond.
- To raise the identity of literature created in Scotland locally, nationally and internationally.

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Job Description

Job Title: Digital Assistant

Responsible to: Centre Director, Centre Manager

Responsibilities

This role is primarily concerned with supporting administration and development of Moniack Mhor Online which includes the following strands –

- Moniack in a Month – month-long digital course comprising of four workshops plus one-to-one tutorials. The course takes place on Google Classroom and Zoom and includes a welcome session and an online ceilidh hosted by Moniack Mhor staff.
- Workshops and events to develop writers' craft.
- Made to Measure Mentoring – bespoke mentoring sessions for writers working in a variety of genres but namely Fiction, Poetry, Writing for Children, Songwriting and Non-Fiction.
- Moniack Mhor Tea Break – short talks with writers discussing a specific aspect of their craft.

The Digital Assistant will also provide ad-hoc support to the organisation's digital marketing including the writer development programme (residencies, awards), Creative and Active Lives Programme and Friends' Scheme as and when required.

Where required, the Digital Assistant will support the delivery of residential courses and other activities by acting as a host to visiting tutors, readers and course members and looking after their general wellbeing, including involvement in domestic duties such as laying out and preparing lunches and taking a share of domestic tasks necessary to provide high standards of service.

The Digital Assistant's primary duties will be –

- Administration of the above strands of activity by being the first point of contact for people contacting the organisation and booking onto digital activity including the 'Made to Measure Mentoring' programme.
- Supporting and advising participating writers and ensuring that all activity is closely aligned with their needs and aims and objectives for their work. At all times, the Digital Assistant needs to be aware of the nature of one-to-one working and foster a strong working relationship with participating writers and tutors.
- Liaising carefully and clearly with mentors and mentees and ensuring they are well supported by Moniack Mhor.

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Working arrangements

Hours Per Week	14 hours One-year contract with the possibility of a longer-term contract.
Working Pattern	Hours can be worked over 2 – 4 days, to be negotiated, occasional evening and working as necessary to support events and residential needs where necessary. Home working may be possible
Salary	£21,000 – 24,000 FTE

PERSON SPECIFICATION

Essential

- Interest in and enthusiasm for creative writing (as a reader, a writer or both) and an enthusiasm for the work of Moniack Mhor
- Demonstrable experience within an administrative environment including using online platforms such as Zoom
- Computer literate with a strong working knowledge of Microsoft Word, Excel, Outlook and customer relationship management systems
- Excellent verbal and written communication skills and a keen awareness of the needs of others in order to provide a high level of support to both participating writers and tutors
- The ability to be self-motivated and efficient with the ability to work effectively to deadlines, meet targets and achieve demonstrable results
- The ability to monitor and control multiple activities, at all times ensuring attention to detail and demonstrating excellent organisational skills
- A thorough knowledge of tracking and evaluation methods across a range of communication channels
- Flexible and adaptable approach to work with a willingness to work outside office hours from time to time
- A good listener with a positive, creative and caring attitude. Above all, the ability to create a warm, responsive and welcoming digital environment.

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Desirable

- Experience of administrative work within a literature environment or education environment
- Experience of providing promotion, marketing and/or communications activity including social media channels
- Experience of using InDesign
- Experience of maintaining a website
- Experience of digital video editing
- Experience of developing innovative communication methods that support the development of services and activities
- Experience of working face to face and online with people of differing ages and from a wide variety of backgrounds
- Ability to adapt to working in a front-facing role such as a hospitality environment where supporting the needs of others is paramount, this may include food provision and hosting
- A strong awareness of the needs of artists and the confidence to support these needs to a high level to create positive working relationships

This role is based at Moniack Mhor, Teavarran, Kiltarlity, Inverness-shire, IV4 7HT

How to apply

To apply for the role, please email a covering letter and up-to-date CV with the title 'Digital Assistant' to jobs@moniackmhor.org.uk to arrive no later than 5pm on 15th April 2021.

We would greatly appreciate if you would also take the time to fill out our equalities monitoring form on the Job Opportunities page of our website. This is voluntary.

<https://www.moniackmhor.org.uk/about-moniack-mhor/job-opportunities>

You will be notified by telephone, if your application has been successful and candidates will be invited to attend an interview via Zoom during the week of the 26th April 2021.

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