



STEPHEN
LAWRENCE
CHARITABLE
TRUST

A GUIDE TO PUBLISHING



 hachette
UK

Contents

What is publishing?	3
Why publishing?	4
Different types of publishing	5
Life cycle of a book	6
Editorial	8
Design	10
Production	12
Marketing	14
Publicity	16
Sales	18
Rights	20
Contracts	22
Finance	24
Digital	26
Operations	28
Communications	30
Insight & Audience	32
HR	34
Legal	36
IT	38
Distribution	40
Useful resources	41
Notes	42



WHAT IS PUBLISHING?

You've probably heard people talking about publishing before – perhaps your favourite author has mentioned their publisher, or maybe you've noticed a publisher's name or logo on the spine of a book. But what is publishing, and what do publishers actually do?

Hachette is one of the UK's biggest and most diverse publishing groups, and we've put together this booklet to answer those questions because we want to be the publisher and employer of choice for all people.

This booklet will show you what publishing is, what publishers do and how you can have a rewarding career in publishing – whatever your skills or background.

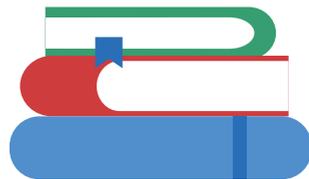
Why publishing?

A career in publishing is a career in one of the main creative industries, and is all about storytelling, regardless of your job. Everyone who works for a publishing company makes a valuable contribution – whether the books they create are epic works of literary fiction, picture books that introduce children to their first words, intimate celebrity biographies, cookbooks full of tasty recipes, or textbooks that help kids of all ages at school and college. Everyone has a story to tell, and publishers help these stories to get told in the best way, in the best format.

There are lots of different roles in publishing, as this booklet shows, for all different skillsets. You might think publishing is just for people who are good with words – and if you are, that's great. You'd probably make a brilliant editor: someone who works with the author to change the book and refine it

to make it the best book it can be. But words are just the beginning of the story. Maybe you're a talented artist or designer, and you can design a cover that leaps off the shelf. Maybe you're wonderful at talking to people and can generate hype for a book. Maybe you're excellent at building relationships, and can sell books to bookshops. Maybe you're good with numbers, and can help us to budget and forecast. Maybe you're a digital whizz, and can help us to create websites, ebooks and brilliant online content. Maybe you're an expert negotiator, and can help us to work out the best contracts and deals with authors, agents and retail partners.

Whatever your skills and interests, there's a role in publishing for you.



Different types of publishing

There are many different kinds of books, and this means there are many different types of publisher. Each publishing company has a focus on particular types of books, and makes sure it's staffed with people who have the skills and expertise to publish those kinds of books as efficiently and creatively as possible.

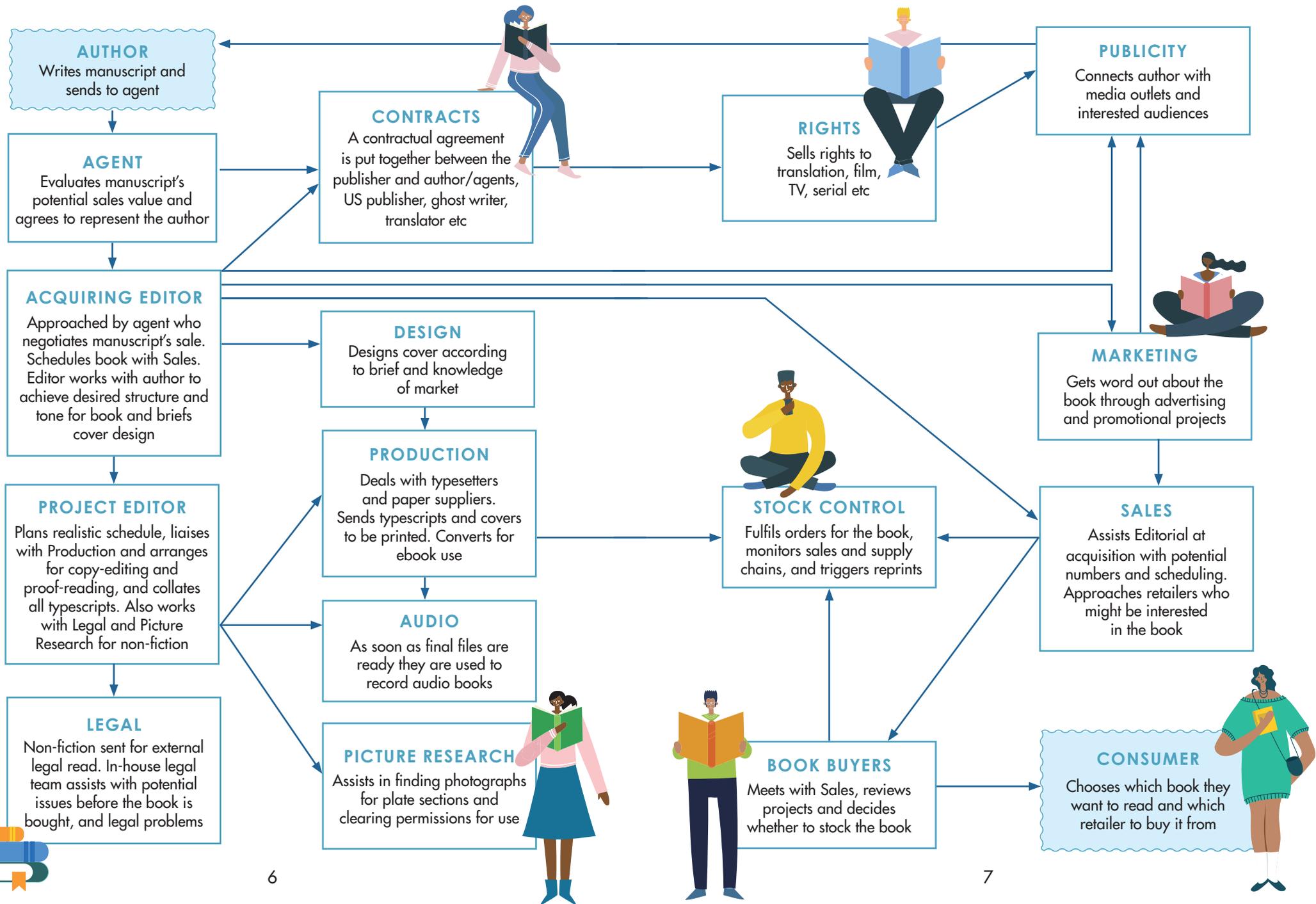
Hachette UK is a group of ten publishing companies, many of which are what's often referred to as 'trade' publishers. This means they publish books for a general audience – the kinds of books you see in bookshops and libraries, such as fiction, non-fiction, children's books, cookbooks, memoirs, self-help books and biographies. But Hachette also owns the Hodder Education Group, which is an educational publisher. Hodder Education focuses on providing resources for schools and colleges, including textbooks and online courses, to help students learn and study.

As well as trade and educational publishers, there are also academic publishers, who work with universities and provide books for their courses, as well as publishing cutting-edge research on all kinds of subjects in academic journals. They make valuable contributions to learning and to the future of our world by publishing forward-thinking research.

Beyond books found in bookshops, libraries and schools, there are also those published by professional companies and those specific to the charity sector and other areas. They provide specialised books, magazines and online resources for businesses, charities, industries and professional bodies, helping our economy to thrive by publishing innovative research and reference books.

All these kinds of publishers need people with your skills, whether you're a maths whizz, a wordsmith, or a creative designer.

Life cycle of a book





EDITORIAL

What do we do?

The editorial team is responsible for acquiring the books the company will publish, and works with authors and internal teams to ensure that the books are the best they can be. Editors read submissions from literary agents and foreign publishers; edit the books so they are structurally sound and free of factual and grammatical errors, inconsistencies and typos; and read very widely and have a keen sense of what else is selling well.

We basically transform the author's manuscript into a printed book or ebook and work with colleagues in design, production, marketing and publicity to publish the book successfully.

What's the first role?

The entry-level role of Editorial Assistant is at the heart of the team and the production process. Editorial Assistants work closely with all departments in the company, with tasks including: liaising with authors and agents, reading manuscripts and managing submissions.

You can choose to be an Acquiring/Commissioning Editor (the people responsible for buying the books for the company and being the first point of contact for the author through the whole process) or a Desk/Project/Managing Editor (those who actually edit the books in detail and manage the schedule and costs of the whole editorial process).

What do I need to demonstrate in an interview?

Editorial roles are the most competitive entry-level roles, so you'll need to demonstrate a wide range of skills, including:

- Creativity: in terms of coming up with new ideas for books, editing copy so it is clear and well written, and briefing designers for the cover.
- Numeracy: editors must work with sales figures, pricing, discounts and royalties to show how much money their book will make.
- Negotiating: being tactful when working closely with authors and people in other teams.

Following publishers, editors and agents on Twitter, as well as being aware of bestseller lists, is a great way to demonstrate your broad knowledge of the industry.

Things I do on a daily basis are: editing, writing copy for the back cover, reading submissions, improving how our books look on Amazon, social media, general admin . . . At interviews you might be asked to read something, identify the type of book it is, say why you enjoy it, guess the kind of people who will read it and also discuss what the title/cover might look like.

SARAH MURPHY, EDITORIAL ASSISTANT



DESIGN

What do we do?

Designers have one of the most visible jobs in publishing: we work on all the covers and some of the insides of books, making sure that the end products are as exciting and innovative as possible so that the books stand out for all the best reasons, in bookshops and online. We design covers in house, as well as commission artwork from illustrators and other designers, attend photoshoots and research the best possible pictures to use for a book's cover and overall design. Within the design department there are important non-design roles too, such as that of the Studio Manager, who controls the flow of work and liaises with other departments, and the Picture Researcher, who is responsible for finding and buying images for our books.

What's the first role?

The entry-level role is Junior Designer. In this job you'd be working directly on book covers across a range of genres, doing tasks such as:

- creating ideas and designs for book covers
- working with editorial and sales and senior team members
- getting files ready for print and online.

What do I need to demonstrate in an interview?

To get hired in a design role you'll need a portfolio of creative work.

This doesn't necessarily have to be book-related, but it does have to show a range of work and demonstrate your ability to design for different genres or audiences. You must show a strong understanding of how to handle type and images.

Designers will often have a degree in Graphic Design or Illustration, but the most important thing is a brilliant portfolio of design work. You should be proficient in Photoshop and InDesign; some knowledge of printing processes would also be an advantage, as books are still primarily sold in print form.

As a Junior Designer, I am relied upon to create interesting and successful designs for a diverse range of books. I also assist the rest of department with other creative projects. Interviewers look for someone with self-motivation and enthusiasm for book design.

They also need someone who can respond creatively to feedback.

What makes me enjoy this job the most is that I get to visually bring all these interesting books to life.

MATT BURNE, JUNIOR DESIGNER



PRODUCTION

What do we do?

Production teams are responsible for delivering the finished book, ensuring that it is profitable for the business, keeping everything running on time and making sure it is as close to perfect as it can be. We:

- budget and plan for the manufacture of a book from start to finish, ensuring that covers and content are delivered on time and to a high standard
- liaise with external typesetters and printers around the world to ensure everything is delivered to brief
 - handle the publishing of digital formats and implement new workflows and systems.

We get to be creative and find papers and finishes to create beautiful products. We are also the last people to see everything off before it goes to print, and the first to see the book arrive!

Children's publishing can be particularly fun and dynamic in this area, as working with novelty and pop-up books poses a challenge in sourcing materials to realise the end product.

What's the first role?

A Production Assistant's role tends to vary between companies but usually includes:

- supporting the team with day-to-day tasks
- managing the costing and scheduling of reprints.

What do I need to demonstrate in an interview?

- Organisational and time-management skills: the production team keeps multiple projects all running like clockwork at the same time, so you have to be on top of many dates and deadlines.

- Numeracy: this one is important as production teams work with budgets and estimates.

- Communication skills (written and verbal): production is a very collaborative role, and you need to be able to communicate with colleagues in house, as well as with external suppliers, clearly and effectively.

- Work or other experience demonstrating reliability, responsibility and receptiveness to learning new skills, not necessarily in publishing or production.

I enjoy the variety that a job in production brings. A day consists of working across many different titles, in both print and digital formats, and includes managing costs and schedules, and checking proofs. Production works closely with many external contributors (including typesetters, printers, ebook converters) as well as internal departments to produce beautiful books that also make a profit. Interviewers will be looking for someone who is organised, communicates well with others and has a keen eye for detail.

FARZANA KHAN, PRODUCTION CONTROLLER



MARKETING

What do we do?

Marketing teams work with every department and speak directly to the customer to persuade them to buy the book. We do this by creating digital and physical advertising, connecting directly with book buyers through channels they use regularly such as social media, TV, magazines and newspapers. Marketers also create materials for bookshops and other promotions, creating a wide range of content on a daily basis. It's a marketer's job to create early anticipation and excitement behind a book before publication, which is really important to encourage people to order it early. It's a really fun, creative and exciting job, where every day is different.

What's the first role?

As a Marketing Assistant you will support the team to ensure marketing campaigns are structured and run successfully. Day-to-day tasks will involve:

- monitoring and posting on social media
- keeping documents up to date with information
- creating newsletters and fun digital activities such as quizzes
- answering departmental queries
- assisting with the daily running of the department.

What do I need to demonstrate in an interview?

To be successful in marketing books you need to be creative, as

so much of the job is coming up with new ideas that will appeal to the audience and stand out in a crowded market. You'll need to demonstrate this by showing ideas for campaigns and providing examples of when you've helped to make something sell.

A passion for books and being well read is a must, along with being a team player and an efficient multi-tasker.

If you've created fun and engaging content on social media, showing this will be a great way to stand out. Also make sure to have done your research on books that are being talked about and what kind of activity there is for these on social media, online or on posters.

I've been a Marketing Assistant for a year and it is my first full-time job in publishing. I do a lot of the admin support for the marketing team, as well as assist the marketing director on high-profile women's fiction campaigns, while having my own campaigns too. Interviewers look for someone who is not afraid to get stuck into a project, as well as someone with good organisational skills but who also has a creative eye.

ELLIE MORLEY, MARKETING ASSISTANT



PUBLICITY

What do we do?

The publicity department helps increase the visibility of an author, illustrator and/or book to key audiences such as bookshops, librarians, teachers and the book-buying public. Publicists coordinate events and book tours, reviews and press, radio and TV interviews with the author. Publicity teams work with marketing on book campaigns, but deal more with journalists, reviews and book tours, working closely with authors. This includes pitching to journalists across newspapers, magazines, podcasts and broadcast.

What's the first role?

Your first job would be as a PR (Public Relations) Assistant.

Duties would include:

- helping with general department admin
- arranging author tours, travel and appearances at literary festivals, and attending events
- creating press releases
- creating catalogues for PR purposes
- sending out press material to journalists and influencers.

What do I need to demonstrate in an interview?

Communication skills are very important – you need to be able

to make people feel interested in or excited by a book or author. Thinking creatively can really help make a book stand out and being organised helps campaign ideas become reality.

You also need to be extremely organised and work well under pressure.

Get to know the market by reading widely. Attend book events – bookshops often run them for free. You should be aware of new media forms and popular culture, and how to use these to maximise PR for books. Showing a good knowledge of the press, such as where books are reviewed and the most influential people, can make you stand out.

Working in publicity is fast paced and fun, which is one of my favourite things about this job. The large number of books we publish means I often help other members of the team work on a wide range of books, from non-fiction autobiography to teen fiction. I assist the department with administrative tasks like invoices, creating catalogues and booking travel for authors. I also get to do creative tasks like writing press releases and preparing materials for book signings and events.

FRANCESCA BANKS, PUBLICITY ASSISTANT



SALES

What do we do?

The primary role of a sales team is to pitch (sell) new books to retailers such as Waterstones, Foyles, Sainsbury's and Tesco, and to persuade them to display them well in the shops to maximise sales to individual readers. For online retailers such as Amazon, we submit titles to be promoted on their websites. Sales teams are involved at a variety of stages during the book's life cycle, including the acquisition stage, where they help editors to determine whether a book will sell and to forecast how many copies it could sell. Later, when a book has been printed, sales teams ensure that copies of the book are delivered to customers efficiently and on time. We also support our sales team that sell internationally by highlighting books that other countries in the world would be interested in. If you enjoy getting stuck into a good book, and relish being its champion and getting other people excited about it too, then sales could be for you.

What's the first role?

The first role would be as a Sales Assistant. In this job, you would:

- create PowerPoint presentations to showcase upcoming titles to booksellers
- manage orders from retailers and ensure timely delivery of stock
- attend retailer meetings
- send advance copies of books to customers
- track sales figures and collate data for market analysis.

What do I need to demonstrate in an interview?

Good communication is essential for working in sales, as is being personable and confident: you'll

have to pitch lots of different books to many retailers, so you have to be enthusiastic about all of them and willing to read widely too.

Being well read and passionate about books is essential; being aware of trends in the industry and which books are selling, both in the UK and around the world, would help you to stand out.

You also need to show that you're numerate – that you can read sales reports and use them to forecast a book's sales potential.

Finally, sales is a very fast-paced environment so you will need to demonstrate your organisational and time-management skills!

In sales we get to go on the full journey with a book – we hear about it from the start, liaise with editorial and design over the cover and look of the book, pitch the book to our customers and make sure the finished copy gets into stores! My day-to-day job consists of processing orders for customers and making sure stock is getting to them, liaising with them and making presentations. Interviewers look for someone with strong organisational skills and a good eye for detail, and excellent interpersonal and communication skills.

MINNIE TINDALL, SALES ASSISTANT



RIGHTS

What do we do?

Rights teams sell translation rights to foreign publishers, so they can translate our books into their local language. As well as translation rights, we may also sell the rights to newspapers to serialise books, and deal with film, audio and other rights to adapt and change books. We might also sell rights to American publishers to publish in the English language in the USA. To do this, we build strong relationships with foreign publishers, attend major book fairs such as those in Frankfurt and London, the Bologna Children's Book Fair, the China Shanghai International Children's Book Fair, the Beijing International Book Fair and the Hong Kong Book Fair, and visit publishers and agents around the world on sales trips.

What's the first role?

Your first role would be as a Rights Assistant. Duties would include:

- organising sales materials, presentations and travel for book fairs
- shadowing managers on sales trips
- carrying out the general admin for the team (from updating submissions to processing contracts and invoices)
- being the first point of contact for customers on any rights queries.

What do I need to demonstrate in an interview?

Speaking a foreign language is very useful in this role (especially

in growing markets such as China), but not essential. Demonstrating your ability to juggle a heavy workload and be organised will be key – book fairs are the busiest time of year for a rights department and can often need organising up to several months in advance.

Knowledge of book markets globally can make you stand out – do your research and be confident in demonstrating your knowledge of books around the world.

You will also need to be keenly aware of cultural differences – people in different countries react differently to things, and what may seem odd or rude to you may be polite in their culture, or the other way round.

Working in the rights department of a publishing company is busy yet exciting. My day-to-day responsibilities as a Rights Assistant include supporting the team while they sell rights as well as fulfilling the administrative tasks such as sending out copies of books to authors and scheduling meetings at book fairs. During my interview I emphasised my administrative skills and multi-tasking ability. I love the idea of giving readers the same reading experience(s) in different languages!

HENA BRYAN, RIGHTS ASSISTANT



CONTRACTS

What do we do?

The contracts team produces and finalises contracts between the publishing company and authors and agents. Although those in the contracts team aren't necessarily lawyers, we often have legal knowledge and are expert negotiators, which every publisher needs to make sure they're getting the best deals for the books they want to publish.

The contracts team aims to promote awareness throughout the company of the importance of having well-drafted contracts, and to provide creative solutions to contractual issues. This includes:

- assisting editors with making offers to acquire books
- drafting and negotiating a wide range of contracts across the company, and dealing with foreign publishers, production companies, broadcasting companies, newspapers and magazines
- providing contracts training to the company and creating company-standard templates for teams to use during negotiations.

What's the first role?

The first role would be as a Contracts Assistant. In this job, you would assist the managers and be involved in ensuring that all aspects of the contracts process run smoothly, working closely with colleagues across the business from acquiring editors to those in rights and royalties. Responsibilities include:

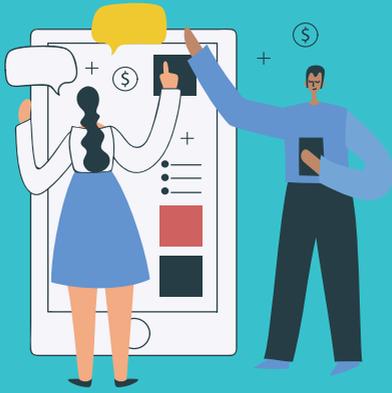
- drafting simple contract paperwork
- providing general administrative support, including updating databases and processing finalised contracts
- dealing with queries from editorial and other departments, authors and agents.

What do I need to demonstrate in an interview?

You must be well organised, have solid administrative and communication skills. Having a meticulous eye for detail and being able to meet tight deadlines and manage a varied workload are essential. Strong computer skills are a must. Some office-based experience and knowledge of copyright would be an advantage but are not compulsory.

As Group Contracts Assistant, I work across several companies within the Hachette group, which means I get to work on lots of different titles with all sorts of people. You don't have to have a law degree to start out in contracts – just a good eye for detail, an interest in copyright law and a knack for creative problem-solving.

ELLIE BOWKER, GROUP CONTRACTS ASSISTANT



FINANCE

What do we do?

Publishing is all about getting great books into the hands of readers, but it is also a business, and a business can't be successful without good finance.

Finance teams are experts in budgeting, forecasting and planning, and also at making sure the company spends its money as a business responsibly and carefully, so that it stays profitable and is able to continue publishing great books. As members of the finance team we also forecast how much money a book will make and analyse the risk of publishing a book before the publisher chooses to acquire it, so we are crucial to the whole process.

As well as forecasting, finance teams also report on the company's past performance, providing financial reports to the company's management so they know how it is doing at any given time.

What's the first role?

Your first job in finance would be as a Commercial Assistant or a Trainee Accountant. Our finance teams enable their members to train as accountants on the job, giving them the skills and education to be on top of the finances of all our publishing. In an entry-level role you would be assisting with:

- forecasting and budgeting
- processing invoices and allocating costs
- analysing and reporting on every type of income or expense of the company
- measuring how the company is performing on a monthly basis.

What do I need to demonstrate in an interview?

It goes without saying that you need to be numerate to work in finance. You'll need to demonstrate that you're great with numbers, and that you'll be able to work with spreadsheets and be comfortable with complex analysis of costs.

It's also helpful to have great attention to detail, and to have a good head for publishing as a business.

In my time at the company I've had the opportunity to not only gain accounting knowledge and experience, but also an understanding of how the industry works. Even though I work in finance, I get to meet authors, have visited one of the biggest distribution centres in the UK and, of course, get free books!

TEMI IJELU, JUNIOR MANAGEMENT ACCOUNTANT



DIGITAL

What do we do?

It wasn't that long ago that books only existed in physical form, and could be accessed only in print. That's no longer the case, as ebooks, audiobooks, apps and websites are now made and maintained by book publishers, so they can make sure our books reach as many readers as possible in every format.

Digital teams are in charge of digital products, whatever format they take, and are digital and technical experts. We look after ebook and audio files, and provide these to the online shops that sell them, making sure the files are correct and that online shops have all their digital needs met.

We also help to develop innovative digital products, apps and online resources, and follow digital trends to make sure the publisher is competing in the online marketplace.

What's the first role?

Your first role would likely be as a Digital Assistant. In this job you'd be fixing errors in ebooks and digital products, working with our retail partners to get our content into online stores, and maintaining our many innovative digital products and websites.

This would involve coding, analysing data, researching solutions to digital problems, keeping abreast of digital change and working with a number of different teams across the company to address their digital needs. You'd be working across all digital formats and would be involved in innovation projects, making a contribution to digital excellence across the company.

What do I need to demonstrate in an interview?

You'll need to show that you're digitally and technically savvy. You don't have to be a computer scientist and know every coding language out there, but some knowledge of code is very helpful for roles in digital teams.

If you're confident with technology and interested in the future of digital content, you'd be a great fit for a role in digital.

You'll also need good communications skills and the ability to explain complex concepts and problems in plain English to non-technical people. An ability to solve problems and to look for solutions creatively would also be a great asset.

What I like about my current role in digital is how broad and varied the work is, and being able to see the clear, immediate impact of much of what we do. Since it's less established an area of publishing, our team has the freedom to sound out new processes and there's a real openness to opportunities for improvement or collaboration.

NAOMI MORAUF, DIGITAL SUPPORT ASSISTANT



OPERATIONS

What do we do?

Working with every department in the company, the operations team has an unparalleled overview of the entire publishing process. It ensures that books flow smoothly from the moment of acquisition to the very end of their lives – on time, on budget and as efficiently as possible. We run key company meetings and make sure that deadlines are met and information on the books fed to the outside world is correct. We also decide how many copies of each book to print, working hard to keep all titles in stock and available.

If you are super-organised and keen to get involved in all aspects of publishing, a role in operations might be for you!

What's the first role?

**Publishing Administrator/
Publishing Operations Assistant:** Responsibilities include ensuring that information on our books is added to our database quickly and accurately, preparing agendas and minutes for important company meetings, and acting as the point of contact for editorial queries.

Inventory Assistant: Responsibilities include assisting with stock management to optimise the availability and efficient distribution of all books. Other responsibilities are general admin, liaising with various departments, ensuring title data is accurate and supporting the operations team at key meetings.

What do I need to demonstrate in an interview?

Multi-tasking is important when working in operations – you need great organisational skills, an unflappable nature and the ability to prioritise conflicting demands, as well as a proven ability to work in a methodical manner.

We liaise with all departments, so effective communication skills are vital, both face to face and via email. Numerical skills are also important as we deal with royalties, advances, sales figures, margins and print quantities. Working as part of a small team, you need to be quick to learn and adapt to change, and highly literate with respect to computers and systems, especially Excel.

I assist my team in overseeing all new books as they go from acquisition to publication. I'm then responsible for managing the stock of our published titles. I really like that I'm involved right from the start of the book's life and continue to be for many years after.

HANNAH BROCKEN,
INVENTORY AND OPERATIONS ADMINISTRATOR



SUPPORT FUNCTIONS: COMMUNICATIONS

What do we do?

In some publishers you'll find communications teams, either as part of marketing and publicity, or in addition to these teams. Communications teams work on book campaigns, but also take charge of any communications being sent inside and outside the company, including press releases, social media, internal newsletters, websites and publications.

What's the first role?

An entry-level role would be as a Communications Assistant. You would assist managers and directors with their work and be involved in a large number of different projects. Even from the beginning no two days will be the same! A Communications Assistant could be involved any of the following duties:

- drafting copy for press releases, websites and social media
- overseeing the design of newsletters and visual media
- assisting on communications strategy
- managing social media accounts
- working on events such as book fairs and launches
- planning and putting together exhibits at international book fairs
- crafting perfect messages for people inside the company as well as outside.

What do I need to demonstrate in an interview?

The most important thing you need to be able to work in communications is – naturally – impeccable communications skills.

This means writing brilliant, well-crafted communications that reach the intended audience and engage them with the subject matter, but also having attention to detail, an eye for effective visual communication and design, and an ability to understand people and what makes them tick.

You'll need to provide examples where you've communicated brilliantly and of your attention to detail and ability to solve complex problems.

Time management and the ability to think on your feet and stay calm under pressure are also very useful skills for working in communications, so in an interview you'll need to give examples of how you've done this as well.



SUPPORT FUNCTIONS: INSIGHT & AUDIENCE

What do we do?

Publishing is all about connecting books with the people who want to read them. But how do publishers know who those people are, and how do they decide the best ways to reach them? It's the Insight & Audience team's job to answer these questions.

The people who work in this team are experts on audiences, trends, data and people, and we use this knowledge to gather information on who the readers are and how a publisher can get its books to them. We do this through surveys, focus groups and email campaigns, and by analysing heaps of data.

What's the first role?

A first role in this team would likely be as an Insight Assistant, or perhaps as a CRM (Customer Relationship Management) Assistant. The role would involve:

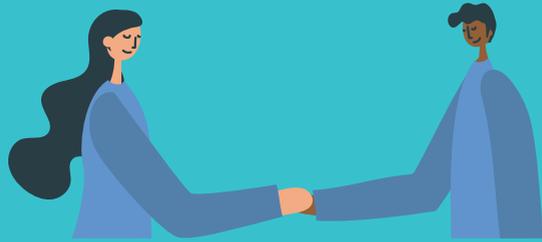
- designing and building surveys
- researching the publishing industry and wider media trends
- gathering data from surveys, and web and social media analytics
- managing our email database and working with marketing teams to craft engaging, data-driven email campaigns
- writing reports for the business on consumer and customer trends.

What do I need to demonstrate in an interview?

You'll need to show that you're technically and digitally savvy, and that you're comfortable working with data, but also that you're informed about the latest trends in media, marketing and retail. You need great communications skills too, to be able to explain complex ideas in a concise way and for various different audiences, inside and outside the company. It's helpful if you take an interest not just in books, but in who reads them, how they read them and why they read them. If you're a curious person who loves to work with people and to understand what makes them tick, this would be a great role for you.

What I love most about being in the Audience Team is that the work is always exciting and fresh. One of our key roles is to stay on top of new trends, whether that be the latest binge-worthy series on Netflix; the new style of yoga that's always fully booked at the gym; or flavour combinations and unique ingredients that pop-ups across the UK are experimenting with. We help our publishers understand what the general public likes and wants.

JOSH FEAKES, INSIGHT EXECUTIVE



SUPPORT FUNCTIONS: HR

What do we do?

The HR team works closely with employees at all levels in the company. It recruits, develops and supports people and their managers. Activities include attracting and recruiting the most talented people to join; delivering initiatives to keep them motivated and engaged; as well as managing contracts, salaries and benefits; and providing ways for people to grow their skills, knowledge and experience to develop their careers. There are also times when staff and managers need guidance when things don't go so well, so we are always on hand to offer advice and support.

The aim of the HR team is to help everyone in Hachette be the best they can be and making it the most creative, innovative and rewarding publishing company to work for.

What's the first role?

A career in HR usually begins by being an HR Assistant. They are the first point of contact for all staff and play an important role for the wider HR team by:

- supporting managers to recruit new staff
- welcoming new starters to the company and supporting them when they join
- doing admin including drafting offer letters and ensuring the data in the HR systems is up to date
- coordinating learning events and activities that develop or support the well-being of others.

What do I need to demonstrate in an interview?

Great interpersonal skills are a must as HR colleagues need to communicate, engage and influence at all levels. HR staff also need to be discreet and able to deal with confidential situations, so it's important to show that you are approachable and a good listener, and be willing to help solve problems. Working with data, and being numerate and accurate are also important as well as being organised and able to prioritise, because every day will be different. HR staff enjoy working with people who love books, so share your enthusiasm about what you are reading or about the publishing industry as that will make you stand out.

The best thing about my job is being able to see the positive difference I'm making to the business itself by providing assistance to our employees – it's very rewarding to feel part of the bigger picture. I enjoy being at the centre of the organisation, helping it all to run smoothly and making people feel supported in the workplace. HR is a very people-focused job, meaning every day is different and varied.

AOIFE O'RYAN, HR ASSISTANT



GROUP FUNCTIONS: LEGAL

What do we do?

Publishing is a creative business, and all businesses need lawyers to make sure that everything is done within legal requirements. The in-house legal team consists of qualified lawyers who provide expert advice to the publishing teams and the business generally, such as on the content of books, trademarks and contracts with suppliers.

What's the first role?

An entry-level job in Legal would be as a lawyer, so you need to be qualified as a lawyer first. Your role would depend on your experience and level of qualification.

As part of the Legal team you'd be:

- dealing with questions about content written by authors
- considering the ownership and use of material created by others e.g. photographers and illustrators
- managing our trademark portfolio
- negotiating, drafting and reviewing contracts with suppliers and business partners.

What do I need to demonstrate in an interview?

You'll need to demonstrate that you're qualified legally, have knowledge of the relevant areas of law, that you can communicate clearly and that you have a forensic eye for detail in order to provide solutions to legal issues. You need to show that you're a problem-solver, and that you're diplomatic!

As a lawyer at Hachette, I work with the various departments across the company to make sure everything we do is in accordance with the law. This means that I review contracts, negotiate deals and advise people on any questions they may have about their work.

Interviewers are looking for lawyers who understand the law, but also the industry that they want to work in. I love seeing that my advice has helped create a brilliant book!

PAULA LEJBOWICZ, LAWYER



SUPPORT FUNCTIONS: IT

What do we do?

The IT department exists to make sure that the publishing teams have the technology and systems they need to publish great books efficiently. We manage large projects such as renewing major systems, rolling out innovative websites and creating bespoke technology to streamline the book-publishing process, as well as solving day-to-day problems for everyone in the company to make sure that their technology functions perfectly.

What's the first role?

IT roles are quite varied, and there's no single entry-level role. You could start as a junior on the IT Service Desk, responding to calls and enquiries from all over the company and helping people to fix their computers or to solve problems with software. If you're great with coding, you might join as a Developer and help to build websites and applications. If you're highly organised and a great communicator, you might join a project team and learn how to become a Project Manager, one of the most important roles in IT. IT roles focus on things like customer service, problem solving, web design, planning and testing, developing apps and cybersecurity.

What do I need to demonstrate in an interview?

Roles in IT will require:

- knowledge of coding
- knowledge of systems and applications
- up-to-date knowledge of technology and computer science
- problem-solving skills
- ability to interpret descriptions of technical problems and explain solutions in plain English.

You'll need to demonstrate that you have the skills for the job (perhaps with a coding portfolio, for example), but also that you're passionate about books and can see how and why IT is important to how a publishing company creates great books.

I had not worked in IT before this job, but I had skills including customer service, working and communicating with others, and problem-solving that I need here. Sometimes this means I fix problems which have already happened, but sometimes it means spotting and avoiding problems before they happen. The people I work with are a mix of 'creative' and 'techy', and that makes my job very interesting and often very fun.

LEE HODKINSON, SECOND-LINE SUPPORT ANALYST

DISTRIBUTION

What do we do?

Publishers wouldn't be able to get their books into the hands of their readers if they didn't have people to physically do that, whether the books are bought in a bookshop or ordered online.

Hachette's warehouse, the Hely Hutchinson Centre, is a state-of-the-art distribution centre in Oxfordshire which employs hundreds of people. Roles at the centre include stock managers, machine operators, IT systems engineers, customer service operatives and project managers.



Just like publishing teams, the distribution teams need a wide range of skills and a broad range of people, so you could have a rewarding career helping to get books to readers by working in distribution.

Job satisfaction within my role comes in many ways. My daily tasks can challenge me in a positive manner – they help create a sense of satisfaction when solving an ongoing query. I answer phone queries and help customers, which creates a sense of achievement. I always feel like I've helped someone at the end of each day.

JESSICA DOWN, CUSTOMER SERVICES

Useful resources

BTBS: The Book Trade Charity

btbs.org

BTBS provides care and support to former, current and future book trade people in need, including providing funding for interview expenses and internships for young people.

The Spare Room Project

thespareroomproject.co.uk

The Spare Room Project matches interns and work experience students who need free, short-term accommodation – mainly in London – with people working in the publishing industry who can provide it.

The Society of Young Publishers (SYP)

thesyp.org.uk

The Society of Young Publishers is open to anyone, of any age, interested in publishing or a related trade – or who is hoping to be soon. Run by a team of dedicated volunteers, its aim is to assist, inform and encourage anyone trying to break into the industry or progress within it. It has regional groups who meet up regularly across the UK.

The Bookseller

thebookseller.com

The Bookseller is the publishing industry's most prominent trade magazine. Anyone interested in working in publishing should read it to keep up with what's going on in

the world of books. *The Bookseller* also lists jobs in publishing.

The Writers' & Artists' Yearbook

writersandartists.co.uk

The Yearbook lists all publishers and literary agents, and is a great way to find publishers and agents to apply to for work experience.

Bookcareers

bookcareers.com

Bookcareers is a dedicated website providing comprehensive job listings and guidance on applying for jobs.

The Publishers Association

publishers.org.uk/activities/careers

The Publishers Association (the PA) represents book and journal publishers in the UK, spanning fiction and non-fiction, academic and educational publishing in print and digital. Its website has many resources to help discover roles, sectors and types of publishing, as well as how to get into the industry.

The Publishing Training Centre

publishingtrainingcentre.co.uk

The Publishing Training Centre is a network of over 50 publishing and training professionals focused solely on delivering training courses for the publishing industry and developing publishing skills. It offers short and long courses covering all areas and skills the industry needs.



Credits

Several of our colleagues in departments across Hachette contributed to this booklet, and we'd like to thank them all.

Designer: Sophie Harris
Illustrations: Virinaflora/Shutterstock
Editors: Paddy Johnston,
Rachael Jones & Nithya Rae

This booklet contains everything you need to know about working in publishing: how to get in, what it's like, what job roles are available and how you can have a rewarding career in the world of books.

www.hachette.co.uk

An illustration of two hands holding a white rectangular sign. The hand on the left is dark-skinned and wearing a green sleeve. The hand on the right is light-skinned with red nail polish and wearing a yellow sleeve with a white dotted pattern. The sign contains the text 'read the books' in a red, handwritten-style font. The background is a teal color with decorative wavy patterns in shades of blue, green, and purple on the left and right sides.

read
the books