

Writing Services Assistant

The Literary Consultancy

Full-time*, remote

Reports to Head of Writing Services

Contract Fixed-term (12 months) with a view to extend

Hours 10am-5.30pm Mon-Fri

Location Remote, with occasional meetings in London

Salary £26,000 per annum

**We are open to applications from those looking for a part time role at 4 days per week.*

Deadline for applications 9am GMT March 16th

Job Summary: The Literary Consultancy is recruiting for the role of Writing Services Assistant. We are looking for an enthusiastic person to join our small but dedicated team and provide administrative support to the company across its writing services provision. You will be comfortable working in a customer-facing role, speaking with and offering support to writers at all stages of their writing journeys.

Job Purpose: To provide administrative support across The Literary Consultancy's writing services and customer support functions as the first point of contact for existing and prospective clients and members of the TLC community.

Experience: Experience in an administrative role is essential, though it may be in another field or sector. We welcome career-switchers.

Remote Working: TLC is based in London but works nationally and our team works from home. Staff are required at occasional meetings and events in London.

About TLC

The Literary Consultancy (TLC) was the first consultancy of its kind, founded in 1996 on unique psychoanalytic principles that explore why writers write, and examining the gap between writers and the publishing industry. Our mission is to create a culture of creativity that champions writers and writing, and celebrates voices from across the literary spectrum.

TLC offers industry-recommended writing services to writers at all levels and across all types of writing. Through our membership platform Being A Writer we curate events which cultivate the personal value of writing, equipping writers with the skills and confidence to thrive.

As an Arts Council England National Portfolio Organisation (NPO), TLC is an industry leader in the provision of professional services to writers who would not otherwise be able to access them, running a national bursary scheme and accessible programming for lower-income and otherwise marginalised writers.

This year TLC celebrates 30 years of service to the writing community. It is an exciting time to join our team as we celebrate three decades of meeting writers on the page. We'd love to have you join us.

What the job involves

- *Administrative support (Writing Services)*
Responding to incoming client enquiries; hosting Discovery Calls for writers wishing to learn more about TLC; making sales calls and follow-up calls to customers; database entry and reporting across our services; customer journey management; general admin and customer support for our Mentoring scheme Chapter & Verse; general support of our TLC Editors & Mentors team
- *Administrative support (Programming)*
Responding to general membership and member emails; basic membership management (MemberPress); events and courses sales reporting support; general administration of our membership platform Circle
- *Administrative support (Prizes & Special Projects)*
Ad hoc admin support for partner programmes as they happen in our calendar, including prizes and competitions (e.g., the TLC LGBTQ+ Free Reads; SI Leeds Prize for Black & Asian Women; Bridport Prize; Desperate Lit Short Story Prize); key point of contact for our ACE-funded Free Reads bursary scheme for low-income writers: tracking applications, keeping in touch with partners and applicants, liaising with partner organisations
- *Editorial support (Marketing)*
Generating and proofreading Writing Services related content for our website, monthly newsletter and social media platforms to ensure high quality content

is available and up to date for writers engaging with TLC

What we are looking for

- Previous administrative experience is highly desirable
- Proficiency in Office software and programmes (Word, Outlook, Excel)
- Strong communication skills: willingness to make calls and be proactive talking to writers and customers
- Excellent literacy
- A passion for literature, creativity and wellbeing
- Alignment with our values and company ethos

Benefits

- 22 days' paid holiday entitlement plus bank holidays, increasing by one day per additional year of employment
- Enrichment week: one week of paid leave per annum for personal enrichment (volunteer work, skills training, creative pursuits, rest)
- Working from Home allowance
- £100 Waterstones voucher
- CPD-certified training through FSB Skills Academy
- Staff discount across services
- Being A Writer for-life membership

Equal Opportunities

The Literary Consultancy is an equal opportunities employer. We particularly welcome applications from global majority applicants, neurodivergent applicants, and applicants with disabilities and/or chronic illnesses, as they are under-represented within the UK literature sector. We do not discriminate on grounds of age, disability,

gender, gender reassignment, marital status, maternity and pregnancy, race, religion, class and sexual orientation.

All candidates are invited to fill in an Equal Opportunities Monitoring Form as part of our equal opportunities evaluation. Form data is collected and stored anonymously and confidentially in line with TLC's Privacy Policy. It will not affect your application.

How to Apply

Step One

Please apply with **a letter of no more than two A4 pages in length** explaining why you are a good fit for this role, referring to the job description above and any relevant skills, competencies or experiences. Please also let us know:

- 1) what you would most look forward to
- 2) one question you would like to ask us about our writing services.

Please clearly refer to any relevant experience in your covering letter. No CV is required and we do not expect you to list any formal educational qualifications.

Send the letter to us by email: info@literaryconsultancy.co.uk
Use the subject line 'Writing Services Assistant'.

Step Two

Fill in an Equal Opportunities Monitoring Form [here](#).

Access

Please contact us at info@literaryconsultancy.co.uk by no later than 10 days clear of the application deadline if you require further assistance with the application, additional support for the interview process, or if you would like to apply with a **video** or **audio** file (4 minutes max length) instead of with a letter. We can supply you with an upload link and will endeavour to source any additional support.

Deadline and Interview Process

Deadline for applications: 9am GMT March 16th 2026

Interviews: Week commencing March 23rd, online

Start date: As soon as possible