



ROLE DESCRIPTIONS

Our amazing staff are integral to ensuring a smooth, safe and fun environment for all artists and audiences who visit Gilded Balloon venues during the Edinburgh Festival Fringe.

Gilded Balloon are an equal opportunity employer and welcome applications from all sectors of the community. We expect employees to support these commitments and to assist in their realisation. If you require any assistance with your application or need the form in a different format, please contact flick@gildeballoon.co.uk.

Our Fringe Staff teams work across our venues in a variety of roles to create a safe and welcoming environment for all our audiences and artists.

TO APPLY

To apply to be part of Team GB during the Edinburgh Festival Fringe 2022 please read the descriptions and use the application form [HERE](#).

Worked for Team GB in the past?

Please fill out the application form and indicate when and in what position you worked with us.

GENERAL RECRUITMENT INFORMATION

- All post holders will be given training and inductions relevant to their role.
- We expect a high volume of applications for this role and advise applicants to apply sooner rather than later.
- Interviews will take place online.
- We are unable to contribute to accommodation, living and travel expenses.
- All post holders will be issued a contract/agreement to sign prior to beginning work with us.
- Applicants must be 18+ and have legal right to work in the UK.



- All applicants must be free to work from 1st August – 29th August 2022 (depending on roles, the days prior may also be required for training)
- be enthusiastic, motivated and hard working with a passion for the arts

INTERVIEWS

We will contact you by email or phone if you are selected for interview. Due to the high volume of applications we will unfortunately only be able to contact those selected to attend an interview.

Interviews will be conducted online throughout May and June.

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BOX OFFICE

The box office team are the first point of contact for most audiences attending the festival, so a high standard of customer service and a bright personality are a must. Ideally you will have worked in a box office before, but this is not a must! You'll be working across some or all of our venues.

BOX OFFICE OPERATORS £9.50 per hour

Duties:

- Chatting with the public, giving advice, directions and recommending shows
- Working on VIA ticketing system to process tickets
- Cash handling
- See as many shows as possible so you can recommend to customers!

BOX OFFICE SUPERVISORS £10.50 per hour

Duties:

- Working on VIA ticketing system to process tickets
- Managing teams of sellers including managing any escalated issues while using your own initiative
- Work with Box Office Managers on general tasks including managing sold out boards, comps, offers in the system and artist requests
- Cash handling and end of day reconciliation
- See as many shows as possible so you can recommend to customers!



FRONT OF HOUSE TEAM

As a fast-paced, public facing role you'll have to have the stamina and enthusiasm for working in a busy theatre environment as well as the capacity to multi-task and think on your feet. Being a people person is a must since you'll encounter thousands of people on a daily basis and you need to be the face of the venue. You'll need to be a strong communicator with the confidence to work independently where necessary but you must first and foremost be able to function as part of a team.

FRONT OF HOUSE STAFF £9.50 per hour

Duties:

- Welcoming, directing, queuing and seating audiences
- Liaising with performers, basic stage management and ensuring that performances start and end on time
- First point of contact for general public and providing a high level of customer service
- Being pro-active in approaching audience members to ensure they know where to go and get to venues safely.

FRONT OF HOUSE SUPERVISORS £10.50 per hour

Duties:

- Supervising a team of Front of House Staff in our venues including ensuring queues are managed, shows start on time and staff and patrons are well looked after.
- Ensure that crowds are seated promptly and shows start and finish on time
- Be the first escalation point for audience issues
- Working with Venue Managers to ensure GB policies and procedures are enforced throughout our venues.

BAR TEAM

If you're a whizz behind the bar and love the arts and comedy then this is the job for you! Ideally you'll have experience working in a busy bar environment with a flair for customer service. You must be an active and enthusiastic communicator as you'll be expected to promote shows as well as offer advice



and guidance on the bar menus. A big plus if you've also got your personal license, cocktail making or barista experience!

BAR STAFF £9.50 per hour

Duties:

- The bar team are on hand to service customer's needs before and after shows – serving a variety of food and drink including cocktails and coffee
- Ensuring bars and public areas are kept clean and safe for staff and public
- Ensuring bars are fully stocked
- Cash/payment handling
- Being engaged with the Gilded Balloon programme so you can chat to patrons

BAR SUPERVISORS £10.50 per hour

Duties:

- The bar team are on hand to service customer's needs before and after shows – serving a variety of food and drink including cocktails and coffee
- Ensuring bars and public areas are kept clean and safe for staff and public
- Ensuring bars are fully stocked
- Cash handling/end of day reconciliation
- Supervise the bar teams ensuring they get breaks, follow GB policies and procedures and answer any questions
- Be the first escalation point for customer issues