



JOB DESCRIPTION

ARTIST SERVICES COORDINATOR- FRINGE 2022

Job Title: Artist Services Coordinator

Reports To: Assistant Producer

Location(s): GB Fringe Venues

Contract Type: PAYE

- Part time w/c 18 July, w/c 25 July & w/c 29 Aug (21 hours a week),
- Full time from 2 Aug-29 Aug (42 hours a week)

Engagement Period: w/c 19 July - 4 Sept 2022

Rate of pay: £11.50 per hour

Context

Gilded Balloon is one of Scotland's leading producers of live comedy and entertainment. The company started in 1986 and has been producing shows and operating venues at the Edinburgh Festival Fringe and year-round in Edinburgh ever since. After hosting a smaller scale (but very successful) event in 2021 due to the pandemic we're back full force in 2022! We will be operating our three hubs this Fringe - Teviot, Patter Hoose and the Museum and are looking for awesome people to join us!

About the role

The Artist Services Coordinator will work closely with the Assistant Producer to act as a first point contact for performers and visiting companies. While on shift this will include a variety of administrative duties; managing inboxes, answering phone calls, and sharing information with relevant departments as necessary.

Duties include:

- General artist management, dealing with enquiries from performers, visiting companies and members of the public.
- Updating the Artist Liaison tracker daily, logging enquiries and sharing information with relevant departments.
- Monitoring email inboxes and answering Admin phone lines.
- Artist mailroom duties, logging items delivered, and sending reminders for collection.
- Managing lost property.
- SYTYF assistance – guest list/door management and general admin support.
- Updating show line-ups daily; updating online and in-person listing boards.
- Distribution of Visiting Company passes and lanyards.
- General administrative support as directed by the Assistant Producer or the Artistic Directors
- Setting up merchandise in VIA, sending weekly sale reports to relevant members of staff.



- Providing Box Office support as required; assisting to booking in comps, and dealing with customer enquiries as necessary.
- Helping to manage volunteers during bump in.
- Distribution of posters and marketing collateral as required.

What we are looking for...

- Previous experience in festival or event Administration.
- Previous experience in a customer service role.
- Excellent communication skills.
- Administrative and IT skills and experience working with the google suite.
- Available to work a variety of hours including evening and weekends throughout the contract period

In addition to the above, it would be nice to have...

- Previous experience of working as part of a front of house, bar or box office team, as a member of staff or supervisor, in a venue or at a festival
- Experience using VIA or similar ticketing systems
- A passion for the arts industry
- And, of course, a sense of humour

How to Apply...

To apply for this role, please send your CV and a short cover email to flick@gildedballoon.co.uk In addition to your application, please also complete our Equal Opportunities Monitoring Form [here](#).

General Recruitment Information

- 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 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.
- Hours will vary each week of the contract. The weekly requirement will not exceed 48 hours on average over the contract length and due to varying hours throughout the contract a schedule of required hours will be agreed by both parties in advance of your start date.
- Interviews will take place on Zoom in June.
- We are unable to contribute to accommodation, living and travel expenses.
- Gilded Balloon is an equal opportunities provider and encourages applicants from diverse backgrounds. Please get in touch if you would like a copy of our Equality, Diversity and Inclusion Policy.