



## JOB DESCRIPTION

### Box Office Supervisor - FRINGE 2024

<b>JOB TITLE:</b>	Box Office Operator
<b>REPORTS TO:</b>	Box Office Managers
<b>RESPONSIBLE FOR:</b>	Box Office Operator
<b>LOCATION(S):</b>	GB Fringe Venues in Edinburgh
<b>CONTRACT:</b>	PAYE
<b>ENGAGEMENT PERIOD:</b>	24 July - 26 August
<b>RATE OF PAY:</b>	£12.44 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. In 2024 we will return to the festival to operate two main venue hubs: Patter House, which hosts 10 performance spaces alongside a bar and events space, and the Auditorium in the world-renowned National Museum of Scotland, with its own bar and outdoor seating area. Each year our programme highlights the very best in comedy, theatre, music, drag and more attracting audiences from all over the world.

## **ABOUT THE ROLE**

The Box Office team is one of the first points 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. The Box Office team is instrumental in sharing our incredible shows with our audiences, selling tickets and giving recommendations based on audience interests. This fast-paced, public-facing position requires stamina, multitasking skills, and the ability to retain large amounts of information. As the face of the venue, excellent communication skills and a friendly demeanour are essential for interacting with the thousands of people you'll encounter daily. While capable of working independently, being a team player is a top priority.

## **DUTIES INCLUDE:**

- 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
- Chatting with the public, giving advice, directions and recommending shows
- Working on VIA ticketing system to process tickets
- Be the first escalation point for audience issues
- Troubleshooting ticket issues and escalating to managers
- Completing Box Office reports & making sure issues are reported up to the relevant teams
- Taking the initiative to anticipate audience needs and facilitating the best and safest experience
- Welcoming visitors in a polite and enthusiastic manner, always paying attention to their needs
- Supporting the day to day running of the venue, keeping areas clean and tidy, reporting any activities that may risk the safety of visitors to the supervisor team
- Managing lost property logs
- Helping any visitors who have specific access requirements
- Working closely with the rest of the team to support each other and create the best possible experience for artists and customers
- Engage actively with the Gilded Balloon programme, watching shows and supporting GB artists



## WHAT WE ARE LOOKING FOR...

- Experience of leading a team in a customer service setting
- be enthusiastic, motivated and hardworking with a passion for the arts
- Able to work well under pressure
- Good communicator
- Excellent timekeeping skills.
- Interest in providing an excellent level of customer service
- Experience of working well in a team environment

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

- Experience in a customer service role at a festival or arts organisation
- Demonstrated interest in the creative industries
- And of course, a sense of humour...

## HOW TO APPLY...

To apply for this role, please fill out [this](#) form and select 'Box Office Supervisor' when asked what role you are interested in. 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.
- All applicants must be free to work from 31st July-26th August 2024 (depending on roles, the days prior may also be required for training)
- Interviews will take place on Zoom. We will contact you by email or phone if you are selected for an 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.
- 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.
- Hours will vary depending on the project period - usual working weeks in the annual cycle will require 35 hours per week and during the Festival Fringe build & event period (24 July-6 Sept) it is expected that hours required will increase although not extend beyond 48 hours on average.

## JOB PERKS

- Staff pass giving access to all Gilded Balloon shows free of charge (availability dependent)
- Staff parties and events
- Discounts at Gilded Balloon bars