



JOB DESCRIPTION

Front of House Supervisor - FRINGE 2024

JOB TITLE:	Front of House Supervisor
REPORTS TO:	Venue Manager, Venue Operations Manager
RESPONSIBLE FOR:	Front of House Assistant
LOCATION(S):	GB Fringe Venues in Edinburgh
CONTRACT:	PAYE
ENGAGEMENT PERIOD:	24 July - 26 August
RATE OF PAY:	£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

Our incredible Front of House team play a vital role in ensuring a safe, enjoyable experience for artists and audiences at Gilded Balloon venues during the Edinburgh Festival Fringe. This fast-paced, public-facing position requires stamina, multitasking skills, and the ability to think on your feet. 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. In the Front of House Supervisor role you will be leading the team with the other Supervisors and directing the Assistants to make sure the shows run on time and audiences are safe.

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.

DUTIES INCLUDE:

- 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.
- Liaising with performers, basic stage management and ensuring that performances start and end on time
- Completing Front of House show reports, ensuring shows are running smoothly and on time. 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, keeping on top of lost property, reporting any activities that may risk the safety of visitors to the supervisor team
- 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 'Front of House 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