



JOB DESCRIPTION

FRINGE BOX OFFICE ASSISTANT MANAGER 2024



JOB TITLE:	Box Office Assistant Manager
REPORTS TO:	Box Office Manager
RESPONSIBLE FOR:	Box Office Supervisors // Box Office Operators
LOCATION(S):	GB Fringe Venues in Edinburgh
CONTRACT:	PAYE
ENGAGEMENT PERIOD:	1 July - 30 September
RATE OF PAY:	£13.44 per hour, paid weekly

TERMS: Hours will vary depending on the project period and a schedule of work will be agreed in advance. Planning weeks will require 21 hours per week. During the Festival Fringe event period it is expected that contract hours required will increase to a maximum of 42 hours per week.



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

We are seeking a motivated and knowledgeable Assistant Manager to support our Box Office team. The purpose of this role is to supervise Box Office staff and provide an effective Box Office service to both visiting companies, cross-selling venues and customers alike. To assist in the management of the day to day administrative tasks of the Box Office and support the Box Office Manager during the event planning period.

Duties include:

- Overall day-to-day management of the Box Offices at our 3 venues.
- Supporting the wider Box Office team to deliver high levels of customer service.
- Being a point of contact for Box Office Supervisors for issue resolution.
- Coordinating staff rotas, approving timesheets and supporting team payroll.
- Assist in the delivery of Gilded Balloon induction and training programs to new employees.
- Ensure Staff Communications are efficient and consistent at all times
- Working with performers, visiting companies, and industry to facilitate their requests and provide ticketing support.
- Processing complimentary ticket requests and ticketing offers.
- End of day cash management and float reconciliation.
- Releasing House Seats in a timely manner to ensure maximum revenue for companies
- Manage relevant email inboxes in the run up and during the festival and support with customer and artist queries.
- Ensure health and safety standards are being met as well as communicating health and safety incidents to the relevant departments as required
- Collating a comprehensive end of contract report.
- Undertaking any other duties assigned by Gilded Balloon, which might reasonably be deemed to be within the scope of the role and having regard for the skills and qualifications relating to the role.



What we are looking for...

- Demonstrated experience working in a venue or festival box office
- Experience managing or supervising a team
- Excellent organisation skills and a strong attention to detail
- A friendly and welcoming demeanour and self-motivation
- Experience of detail-oriented administrative work
- Ability to deliver in high pressure environment and prioritise competing deadlines
- A strong familiarity with an existing ticketing platform, particularly Red61 VIA.
- A love of tickets and data!

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

- Previous experience in a Fringe and/or Festival environment
- Red 61 experience
- Experience using, and troubleshooting different ticketing systems
- Experience with Google Sheets, Deputy app, reporting and/or building events
- Ability to resolve IT or connectivity issues
- 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 covering letter to katherine@gildedballoon.co.uk. Please use the subject line 'Box Office Assistant Manager Application'. 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 posts will be expected to work out of office hours for key events and additional hours as required to carry out the role responsibilities during busy event periods.
- 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.
- 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.
- 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.