



JOB DESCRIPTION

FRINGE BOX OFFICE MANAGER 2024



JOB TITLE:	Box Office Manager
REPORTS TO:	General Manager & Directors
RESPONSIBLE FOR:	Asst Box Office Manager // Box Office Supervisors & Operators
LOCATION(S):	Gilded Balloon head office and Fringe Venues
CONTRACT:	Fixed Term Contract
ENGAGEMENT PERIOD:	6 May - 27 September 2024
RATE OF PAY:	£15.50 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

The Box Office Manager will work closely with the Directors, General Manager and Programming / Producing team to manage the set-up of shows in the ticketing system. In the run up and during the Festival they will oversee preparations and day to day operations of our festival box offices across our venue sites. This will include equipment procurement and installation, staff management, financial reporting and reconciliation and liaison with our ticketing provider, Red61. This is an exciting opportunity for someone with Box Office and people management experience who thrives in a fast-paced environment.

Duties include:

Ticketing / Box Office

- To manage the set-up of all performances on GB's ticketing system (Red61/VIA) to given deadlines.
- To ensure data is captured accurately and reported using our ticketing system (Red61-VIA).
- To plan all box office infrastructure and ensure it is set up and operational to schedule.
- To recruit the festival Box Office team and manage staff rotas and payroll.
- To train the festival Box Office team to provide excellent service by telephone, in-person and online to Gilded Balloon customers.
- To provide excellent service to visiting companies, and to liaise with and work alongside other Gilded Balloon departments.
- To provide overall day-to-day management of the Box Offices across three Gilded Balloon venues.
- Working with artists and producers to facilitate their requests and provide ticketing support and guidance.
- Management and set up of ticket offers and complimentary tickets.
- Actively supporting all Gilded Balloon company policies.

Data Capture & other Sales Management

- Updating annual Fringe metrics and setting targets for future festivals.

Financial Reconciliation

- End of day/event cash management and float reconciliation.
- Support General Manager with the Fringe settlement process.



What we are looking for...

- Two years' experience in a Box Office environment.
- Experience of managing a team of sales staff.
- Enthusiastic team worker with excellent interpersonal skills.
- Excellent organisational, time management and problem-solving skills.
- Able to make quick decisions under pressure whilst maintaining high standards of accuracy.
- Experience with databases and/or client record management systems as means of capturing and analysing data.
- Strong IT proficiency and an ability to learn new software & systems.
- Ability to interact, liaise, negotiate and communicate with a broad range of people, both internal and external to the organisation in a professional and effective manner.
- Have a strong familiarity with an existing ticketing platform.
- A flexible, organised and reliable approach to work.
- Available to work a variety of hours including evening and weekends (particularly in the run up and during the Festival).

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

- Previous experience of working as part of a team at a festival
- Knowledge of GDPR
- 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 covering letter to katherine@gildedballoon.co.uk. Please use the subject line 'Box Office 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.