



JOB DESCRIPTION

Venue Manager - FRINGE 2024

JOB TITLE:	Venue Manager
REPORTS TO:	Venue Operations Manager
RESPONSIBLE FOR:	Front of House Assistants & Supervisors
LOCATION(S):	GB Fringe Venues
CONTRACT:	Freelance Contract
ENGAGEMENT PERIOD:	22 July - 04 September
RATE OF PAY:	£14.50 per hour, paid weekly

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.

Edinburgh Festival Fringe 2024 runs from Friday 2nd August to Monday 26th August (previews from the 31st July)

ABOUT THE ROLE

We are looking for an experienced Venue Manager to oversee the day-to-day operations of one of our Gilded Balloon Managed venues. 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 role requires stamina, multitasking skills, and the ability to think on your feet. As leader of the Front of House team, the successful candidate must have exceptional leadership skills and be able to delegate tasks effectively. They should also have a solid understanding of customer service principles in an entertainment environment, possess a strong work ethic, career-driven mentality, and self-motivation.

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 operations@gildeballoon.co.uk.

DUTIES INCLUDE:

Front of House Management:

- Overall day-to-day management of one of 3 Gilded Balloon Managed Venues
- Ensuring all Front of House staff deliver the highest level of customer service
- On-call point of contact for Front of House Supervisors for issue resolution
- Rostering staff, approving timesheets and shift swaps
- Adapting schedules based on needs, reducing and increasing shifts where required and in line with budget targets.
- Managing all front of house operations for shows taking place in the Venue.
- Assist in the delivery of Gilded Balloon induction and training programs to new employees
- Overseeing the setup of front of house areas and dressing rooms.
- Managing a small team of front of house staff.

- Dealing first-hand with customer queries and issues, and ensuring they are resolved in an efficient and friendly manner.
- Shift planning effectively to ensure all staff are happy and enthusiastic about work.
- Accurately inputting payroll information on a daily basis.

Health and Safety:

- Ensure team compliance with H&S legislation and mandatory training.
- Recognize and address potential health and safety issues.
- Act as part of the management team responsible for health and safety and evacuation procedures.
- Monitor venue compliance with appropriate signage and efficient communication of show changes to Front of House teams.
- Ensure health and safety standards are met and communicate incidents to relevant departments.

Communications & Reporting:

- Completing an end-of-day report communicating to management any events & issues.
- Collating a comprehensive end of contract report.
- Ensure Staff Communications are efficient at all times
- Working with the Artist Services team to make sure show or venue issues are monitored and resolved in a timely manner
- Working with artists and producers to facilitate their requests and provide Front of House support and guidance

Undertake 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 environment
- Experience managing or supervising a team
- Experience of Facilitating a staff training programme
- Highly organised and strong attention to detail
- Possess a friendly and welcoming demeanor and be self-motivated
- Experience of detail-oriented administrative work
- Ability to deliver in high pressure environment and prioritise competing deadlines
- Have a deep and utter love of venues and all things Front of House!

IN ADDITION TO THE ABOVE, IT WOULD BE NICE TO HAVE...

- Previous experience in a Fringe and/or Festival environment
- Experience with Google Sheets, Deputy app and reporting
- First Aid qualification
- 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 operations@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 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.