



JOB DESCRIPTION

VENUE OPERATIONS MANAGER – FRINGE 2025

Job Title: Venue Operations Manager

Reports To: General Manager and Artistic Directors

Based at: GB head office & Fringe Venues with flexibility for remote working except during event periods.

Contract type: Fixed Term

Date: March - September 2025

Salary: Dependant on experience, will range from £29,000 - £30,000 pro rata.

Terms: Standard office hours are 10 am - 6 pm Monday to Friday.

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.

About the role

The Venue Operations Manager will oversee and manage Gilded Balloon's festival and venue operations. This will include recruitment of all temporary staff with support from the General Manager and other department heads, line management of the Bars and Venue teams, supporting the install and safe management of all Gilded Balloon venues, working closely with infrastructure suppliers and managing the Fringe schedule, event management plans, policies and reporting processes. This role would suit someone experienced in managing projects, people, and events, ideally in a Festival setting who has knowledge operations and additional skills to bring to the role.

Duties include:

- Working with the Directors to oversee the operational aspects of the Fringe Project and managing the overall operations of Gilded Balloon's Fringe venues.
- Overseeing Gilded Balloon's people management of the temporary team; including HR policies, recruitment, contracting and line management as appropriate.
- Working closely with the Production team and our venue partners to compile, update and adhere to a detailed event management plan for our Fringe venues and year-round operations as required.
- Supporting the Directors with contracts and operating plans and policies for new and existing venues.
- Overseeing the Fringe team recruitment and training, working with other department heads as required.
- Alongside other departments, ensuring appropriate licences and policies are in place and adhered to by all staff.
- Event manage ad hoc projects during quieter non-Fringe periods as appropriate.

Staff Management:

- Managing the recruitment process and hiring of all temporary staff including Venue Managers, Bar Managers and temporary Box Office, Bar and Front of House staff with support from department managers.
- Overseeing the contracting of all Fringe staff implementing a streamlined process of issuing and countersigning contracts, and onboarding new staff.



- Overseeing staff scheduling in line with budgets and working with Finance on maintaining an efficient payroll system for all temporary staff.
- Supporting the General Manager to create and oversee a schedule for the senior management team to ensure there is a responsible senior manager at all venues at all times.
- Line managing the Operations team (Bars and Venue Managers) and ensure their team structure is in line with the Fringe budget.

Operations

- Planning, management and liaising as required, with suppliers and vendors, waste management systems, cleaning contracts, computer procurement, accessibility policies, the installation of IT systems and Fringe office infrastructure.
- Overseeing Event Management processes and Health and Safety in and around Gilded Balloon venues, compiling detailed Risk Assessments, applying for appropriate licences, keeping an up to date Event Management Plan and liaising with venue operators/owners, Edinburgh City Council.
- Collaborating with Venue Managers to implement procedures across all Gilded Balloon venues to maintain safe, efficient venues and high quality customer service to audiences and visiting companies.

Misc.

- Supporting the General Manager to ensure that all aspects of the Festival Project are executed in alignment GB wider objectives and initiatives including ensuring previous years data/reports are used to improve and develop practices.
- Providing an end of festival report to the General Manager and Directors including budget reconciliation and future recommendations.

What we are looking for...

- Three years experience managing events and/or projects in an arts or cultural setting.
- Experience managing and recruiting teams of people.
- Experience working on cultural projects or festivals with limited resources and large complex budgets.
- Enthusiastic attitude with excellent interpersonal skills.
- Excellent organisational, time management and problem-solving skills.
- Knowledge of facilities/building/temporary venues management.
- Knowledge of Health & Safety and licensing regulations.
- Able to make quick decisions under pressure whilst maintaining high standards of accuracy.
- 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.
- 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 Fringe festival.
- Knowledge of GDPR and privacy policy implementation and management
- Finance experience
- 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. In addition to your application, please also complete our Equal Opportunities Monitoring Form [here](#).

General Recruitment Information

- All post holders will be issued an employment contract to sign prior to beginning work
- 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 overtime as required to carry out the role responsibilities during busy event periods
- The weekly requirement will not exceed 48 hours per week during busy event periods and on average over an annual employment cycle additional hours will be limited to a 6 week event period in August
- 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
- Interviews will take place on Zoom
- 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