



BOX OFFICE MANAGER - JOB DESCRIPTION

Job Title: Box Office Manager

Reports To: General Manager and Artistic Directors

Based at: GB head office, GB Fringe Venues with flexibility for home/remote working except during event periods

Contract type: Fixed Term Contract

Date: March - September 2026

Salary: £28,500 - £30,950 FTE (35 hour) pro rata

Terms: Hours will vary depending on the project period and a schedule of work will be agreed in advance. Planning weeks will require between 14 - 35 hours per week. During the Festival Fringe event period 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. For Fringe 2026 we are excited to return to our newly renovated venue hub, Teviot Row House as well as present a programme of shows at Patter House and the National Museum of Scotland. We produce comedy and live events year round across Scotland, as well as our new year round venue - The Gilded Saloon!

About the role

We are looking for a Box Office Manager with a keen eye for detail and a passion for live events to oversee all of Gilded Balloon's ticketing systems. The Box Office Manager will work closely with the Directors, General Manager and Programming / Producing team to implement the show set-up process for our year-round programme of events as well as our Fringe season in August.

They will oversee preparations and day-to-day operations of our festival box offices across all of our venue sites - this will include equipment procurement and installation, staff management, financial reporting and reconciliation and liaison with our ticketing provider, Red61. This role would suit someone with exceptional customer service and people management skills who is comfortable with ticketing processes and thrives in a fast-paced environment.

Ticketing Set Up and Processes

- Manage the set-up of all performances on GB's ticketing system (Red61/VIA) to given deadlines with a high level of accuracy and attention to detail.
- Ensure data is captured accurately and reported using our ticketing system (Red61-VIA).
- Provide excellent service to visiting companies, liaising and collaborating with other Gilded Balloon departments, to ensure that all performers feel supported by the GB team.
- Work with artists and producers to facilitate their requests and provide clear support and guidance on ticketing offers and promotions available to them.
- Manage a variety of ticket offers and oversee the process for complimentary ticket requests.
- Monitor the Gilded Balloon website and online payment systems, troubleshoot issues when they arise and ensure that our customer-facing box office info is clear and up to date.
- Act as a main point of contact for our ticketing provider, Red61, ensuring issues are escalated appropriately, updates are implemented and yearly feedback is collated.

Staff Management and Training

- With support from our hiring manager, recruit a temporary festival Box Office team, coordinate staff rotas and oversee the department payroll.
- Coordinate an engaging and efficient onboarding and training process for new Box Office staff, ensuring compliance with GDPR and PCI policies across all of Gilded Balloon's box offices.
- Motivate and inspire teams of temporary staff to deliver high quality customer service, whether in-person or over the phone.



- Closely manage a team of two Box Office Assistant Managers to collaboratively lead the Fringe Box Office operations and wider temporary team.
- Actively support all Gilded Balloon company policies.

Festival Operations

- Plan and implement all box office infrastructure and ensure it is set up and operational to schedule.
- Provide overall day-to-day management of the Box Offices across three Gilded Balloon venues.
- Regularly report on sales, trends, and feedback issues to the management team, collectively solving problems when they arise.
- Oversee customer service, act as a point of escalation for ongoing or serious issues.

Settlement and reporting

- Set up concrete processes for tracking and monitoring all aspects of the Company's box office operations.
- Lead of data capture and management with support from the Marketing team.
- Update annual Fringe metrics and help to set targets for future festivals.
- Support in financial reconciliation.
- End of day/event cash management and float reconciliation throughout the festival period.
- Support the General Manager with the overall Fringe settlement process, producing final sales summaries and other reports.

What we are looking for...

- Two years' experience in a Box Office environment.
- Confidence using VIA and/or similar ticketing systems.
- 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.
- 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 as per an agreed schedule).

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

- Previous experience of working as part of a team at an arts festival
- Knowledge and understanding of GDPR and PCI DSS
- 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.
- 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.