



JOB DESCRIPTION

TEVIOT VENUE ASSISTANT - SUMMER 2021

Job Title: Teviot Venue Assistant

Reports To: Teviot Venue Supervisor

Based at: Teviot Row House

Engagement Period: 5-29 August 2021 plus online training in advance (date/time to be confirmed)

Rate of pay: £9.00/hour

Contracts: Full time - 7-8 hour shifts with 30 minute compulsory unpaid break, 6 days/week including a combination of daytime, evening and weekend shifts. Some part time roles may be available.

Restrictions: Applicants must be 18+ and have legal right to work in the UK

Context

Gilded Balloon is one of Scotland's leading entertainment venues with the best of live entertainment. The company started in 1986 and has been producing shows and operating venues at the Edinburgh Festival Fringe ever since. After the Fringe being cancelled in 2020 we are excited to be back in 2021! This year we have reimagined our programme to comply with government guidelines related to the COVID19 pandemic. We will be operating a (yet to be confirmed) number of spaces at our Fringe home in Teviot Row House and are looking for a fabulous team to support us and give our audiences the experience they've been craving!

About the role

Venue assistants will be responsible for the welcoming and safety of audiences at Gilded Balloon Teviot. The ideal candidate is pro-active, has great stamina and works well under pressure!

Duties include:

- Working as part of the venue team to ensure the safety and comfort of patrons in and around the venues
- Scanning tickets, managing queues and answering queries
- Being proactive in approaching audience members to ensure they know where to go and get to venues safely
- Cleaning and disinfecting venues between each show and at the end of the day in line with COVID19 procedures
- Being the first point of contact for the general public and providing a high level of customer service
- Assisting in the safe evacuation of the venue in case of emergency
- Monitoring venues and audiences throughout shows to ensure the safety and enjoyment of all

- Following and enforcing COVID19 procedures including mask wearing, sanitising and following one way systems
- Understanding and following emergency procedures such as lost children, evacuation, active attacker protocol and first aid policies and procedures
- Mediating customer conflicts and escalating to Supervisors/Managers as appropriate
- Completing other reasonable duties as requested by the Manager.

What we are looking for...

- Previous experience in a front of house or customer service role
- Excellent communication skills
- Confidence working individually and as part of a team
- Available to work a variety of hours including evening and weekends throughout the contract period

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

- Previous experience of working as part of a front of house team in a venue or at a festival
- A passion for the arts industry
- And, of course, a sense of humour

How to Apply...

To apply for this role, complete the application form at

www.gildedballoon.co.uk/about/work-with-us

You can contact emily@gildedballoon.co.uk if you have any questions or would like an alternative way to apply.

General Recruitment Information

- We get a high volume of applications for many of our roles so unfortunately we are only able to contact those selected for an interview.
- Interviews will take place on Zoom or Skype throughout June and July.
- All post holders will be issued a contract/agreement to sign prior to beginning work with us.
- All staff will be given training and inductions relevant to their role.
- We are unable to contribute to accommodation, living and travel expenses.
- Gilded Balloon is an equal opportunities provider and encourages applicants from diverse backgrounds. Email us if you would like a copy of our Equality, Diversity and Inclusion Policy.