



ARTIST SERVICES COORDINATOR - JOB DESCRIPTION

Job Title: Artist Services Coordinator

Reports To: General Manager / Festival Manager & 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: May - August 2026

Salary: £14.50 p/h

Terms: Standard office hours are 10 - 6 on Monday - Friday with a one hour unpaid lunch break. In the festival planning stages this role is 28 hours per week, and 42 during the event period, a schedule of hours will be shared in advance.

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 Artist Services coordinator will play a crucial role in providing support to all visiting artists, both in the festival planning stages and on-site at our venues during the festival period. They will be responsible for providing clear and helpful information to performers in the festival lead up and providing general administrative support to the Artistic Directors as required. During the festival they oversee the Artist Services team and act as a first point of contact for performers, providing a warm welcome to all visitors and ensuring issues and queries are handled in a time sensitive and efficient manner. This is a key role in the Gilded Balloon team and the successful candidate will be instrumental in making the 2026 festival happen!

Duties include:

Fringe Registrations & Administration

- Guiding artists and visiting companies through the pre-festival planning stages with a high level of customer care, dealing with issues and queries as they arise, with robust processes in place to handle high volumes of information and changing demands. .
- Helping to coordinate the brochure proofing process, facting checking all details, proofreading show copy and liaising between performers and the fringe society to manage edits as required, ensuring accuracy across our printed materials and online listings.
- Working with the General Manager and Directors to help contract all visiting productions, ensuring accuracy and that these are signed off in a timely fashion and logged appropriately.
- Maintaining up to date records on our festival portal, Eventotron, and recording any programme alterations in line with the systems in place, circulating with relevant parties.
- Overseeing the pass printing and accreditation system, to ensure all visiting companies, staff and other stakeholders are able to register for a printed pass in advance of the festival, organising the printing and collection process.
- Supporting the Artistic Directors throughout the festival planning stages with the management and logistics of all of in-house productions and co-productions.

Communications:

- Coordinating pre-festival communications to Visiting Companies, making sure deadlines are met and departments have the information they need, collating useful information and resources for performers.
- Monitoring the visiting company email inboxes and fielding general inquiries from members of the public, potential performers or other suppliers, to provide clear and helpful information whether over the phone, via email or in person during the festival.
- Proactively coordinating helpful information for visiting performers, ensuring that arrival info and welcome packs are clear and up to date and issued on time. Streamlining communications from all GB departments.



Artist Services & Liaison

- Managing the Artist Services department during the festival, acting as first-point of call for performers arriving on site, answering questions, providing helpful information and advice, helping to solve problems, directing queries to the relevant teams, and escalating issues as necessary.
- Managing the Artist Services Assistants throughout the festival period, ensuring the office is staffed, any issues or queries are handled in a timely fashion, and the department is running efficiently and high levels of support are provided to all visiting performers.
- Keeping the wider GB team informed about any on-going issues through our artist tracker, ensuring that issues are resolved in a timely fashion, and information is shared with relevant departments.
- Providing regular updates to the wider team and directors at festival meetings, ensuring channels of communication between departments are clear and efficient.
- Working on-site during live events, particularly providing producer and artist liaison support for our in-house shows and co-productions as required, ensuring there is suitable support scheduled throughout the month.
- Overall supporting the Directors to manage our co-productions ensuring that the productions run smoothly and have the support they require when on-site.

What we are looking for:

- At least 2 years experience in a Festival, Events or Administrative role.
- Experience of managing a team.
- Strong IT proficiency (google suite) 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.
- Enthusiastic team worker with excellent interpersonal skills.
- Excellent organisational, time management and problem-solving skills.
- 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:

- Passion and enthusiasm for the comedy and entertainment industry.
- Interest and passion for supporting new emerging performers and artists to achieve their performance goals and ambitions.
- 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