



JOB DESCRIPTION

Box Office Assistant Manager - FRINGE 2026

JOB TITLE:	Box Office Assistant Manager
REPORTS TO:	Box Office Manager
RESPONSIBLE FOR:	Box Office Supervisors and Assistants
LOCATION(S):	GB Fringe Venues in Edinburgh
CONTRACT:	PAYE
ENGAGEMENT PERIOD:	July 20th- 4th September 2026
RATE OF PAY:	£14.50



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 seeking a motivated and knowledgeable Assistant Manager to support our Box Office team. The purpose of this role is to supervise Box Office staff and provide an effective Box Office service to both visiting companies, cross-selling venues and customers alike.

This role requires a high attention to detail and customer service skills. This position requires the ability to prioritize and multitask as well as retain large amounts of information. As one of the faces of the venue, excellent communication skills and a friendly demeanor are essential for interacting with the variety of different people you'll encounter daily. At times you will be working independently, however, being a team player is a top priority.

Hours will vary depending on the box office demands but are expected to be on average 30 hours pre festival and 42 hours during the festival.

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 boxoffice@gildedballoon.co.uk

DUTIES INCLUDE:

- Working with performers, visiting companies, and industry to facilitate their requests, provide ticketing support and inform them of any offers.
- Provide artists with Red61 support to manage their reports and offers online.
- Using the Red61 ticketing system to build new events, create ticket offers, issue tickets including comps, releasing holds and process refunds.
- Communicate clearly with external companies to notify them of any changes.
- Overall day-to-day management of the Box Offices at our venues.
- Supporting the wider Box Office team to deliver high levels of customer service.
- Being a point of contact for Box Office Supervisors to provide support and resolutions to customer enquiries.
- Manage relevant email inboxes in the run up and during the festival and support with customer and artist queries.
- Collating a comprehensive end of contract report.
- Working closely with the rest of the team to support each other and create the best possible experience for artists and customers.
- Engage actively with the Gilded Balloon programme, watching shows and supporting GB artists.



WHAT WE ARE LOOKING FOR...

- Experience working in a venue or festival box office.
- Experience managing or supervising a team
- Excellent organisation skills and a strong attention to detail
- A friendly and welcoming demeanour and self-motivation
- Ability to deliver in high pressure environment and manage personal workload
- A strong familiarity with Red61
- Ability to work under own initiative

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

- Experience with Google Sheets and Deputy app
- Good computer literacy and ability to solve technical problems
- And of course, a sense of humour...

HOW TO APPLY...

Please send your CV along with a cover letter to boxoffice@gildedballoon.com.

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 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.
- All applicants must be available to work from late July and throughout August (depending on roles, the days prior may also be required for training)
- Interviews will take place on Zoom. We will contact you by email or phone if you are selected for an interview. Due to the high volume of applications we will unfortunately only be able to contact those selected to attend an interview.
- 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.
- Hours will vary depending on the project period - usual working weeks in the annual cycle will require 35 hours per week and during the Festival Fringe build & event period it is expected that hours required will increase although not extend beyond 48 hours on average.

JOB PERKS

- Staff pass giving access to all Gilded Balloon shows free of charge (availability dependent)
- Staff parties and events
- Discounts at Gilded Balloon bars & food concessions