

Pleasance Festival Team 2020 - Role Pack

Role: Box Office Assistant Manager

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1. About Pleasance Theatre Trust

The Pleasance Theatre Trust is recognised as a leading cultivator of talent at the Edinburgh Festival Fringe, with each festival offering an opportunity to nurture the skills of those working both on and off the stage.

In 2019, our Edinburgh venues welcomed an audience of over 550,000 people across 27 days with a programme of 270 productions. In 2020, we will be presenting the Fringe's most compelling, entertaining and boundary pushing shows in 30 performance spaces across 3 sites.

As an educational charity the Pleasance is fiercely committed to developing opportunities to grow careers. In our festival team, experienced industry professionals stand proudly side by side with those just starting out in the Pleasance Festival Volunteer Programme. Together they support the artists on stage, visiting audiences, and each other.

The Pleasance is a hub of creativity which cultivates the brightest new ideas, raw talent and skills.

Join us.

2. About Our Team

The Pleasance is a place for experiences – both on and off the stage. For staff, audiences and performers alike, we want this experience to be positive, lasting and even life affirming. We measure the success of our operation through the delivery of these experiences, not by ticket sales or 5 star reviews. To achieve this, we are looking for people who share our values;

- **Passion** – Our team is driven by their enthusiasm for what they do and why they do it. From this comes a unique energy that fuels us, creates momentum and permeates every facet of the Pleasance.
- **People** – No matter the level of knowledge or seniority, each and every team member has an equal value. Our collective ambitions can only be achieved through the active participation of all. Our team are committed to inclusion, peer-to-peer learning and pro-active support.
- **Pride** – We are motivated to deliver the highest possible standards with an approach that is as personable as it is professional. Our team takes pride in creating an exemplary environment where participants feel nurtured, engaged, valued and inspired.
- **Perseverance** – We operate in a fast-paced working environment and take this on with open arms and eyes. Through a positive mind-set, good sense of humour and a “can do” attitude, our teams share both the challenges and rewards of an unparalleled creative workplace.
- **Progression** – We exist to offer a platform to talented people looking to develop in the creative industries and will work tirelessly to support them in that pursuit. We are a family that is proud to be represented by an inspiring community of alumni that spans the globe.

3. About The Role

Role:	Box Office Assistant Manager
Department:	Box Office
Line Managers:	Box Office Manager and Box Office Deputy Manager
Line Manager To:	Box Office Operators (Volunteers)
Working With:	Arts Industry Office, Press Office

Role Description

Working as part of a 10 person Box Office management team, the **Box Office Assistant Manager** is responsible for overseeing the daily operations of the Pleasance's vitally important ticketing services at the Edinburgh Festival Fringe.

They are responsible for ensuring that all Box Office points of sale are fully functioning, including venue counters, satellite counters, unmanned kiosks, collection points and a dedicated office for phone sales.

At each position, they oversee a voluntary team of Box Office Operators and provide them with both operational and pastoral support, to ensure that they feel confident in their duties and thrive as part of the Pleasance Festival Volunteer Programme.

The Assistant Manager plays an essential part in maintaining the Pleasance's reputation for excellent customer service. They provide front-line services to guests - giving information, answering queries, managing audience feedback or complaints and dealing with ad-hoc operational requirements as they arise. They lead by example through pro-active engagement with both staff and guests.

In addition to working closely with the team and audiences, they also assist in managing relationships with performing companies and third party organisations in the delivery of Box Office services.

The ideal candidate will have experience of working within a busy customer service environment with a particular focus on customer care, sales and team support. They will be passionate about the performing arts and have a natural flare for creating a working environment where colleagues feel supported, encouraged and are ultimately driven to excel in their role.

Key Responsibilities

Department Operations

- Line Manage Box Office Operators (Volunteers) whilst on-shift, providing operational support to enable them to fulfil their Duties.
- Deliver training sessions to Box Office Operators upon commencement of their Duties and offer top-up training to individuals throughout as required.
- Ensure cash handling procedures are maintained.
- Distribute cash floats to operators at the beginning of shifts and ensure operator till balances match reports at the end of shifts.
- Ensure cash handling and other Box Office procedures are maintained, providing top up training as required.
- Ensure Box Office policies are maintained in relation Payment Card Industry (PCI) and data protection regulations.
- Process sales and undertake other Operator duties during exceptionally busy periods.

- Assist the Box Office Manager and Box Office Deputy Manager in the creation and management of Box Office team rotas.
- Provide managerial support to the Arts Industry Office and Press Office, who operate as an extension of the Box Office, including managing certain departmental functions during out-of-hours periods.

Relationship Management

- Act as a principle point of contact for ticket holders and audience members - in person, by phone and on email - answering all queries, complaints and assisting with any requirements.
- Assist the Box Office Manager and Box Office Deputy Manager in maintaining relationships and communication with the Box Office service provider (Red61), partner Box Offices (EICC), all Visiting Companies and third party cross sellers and agencies (EdFest Venues / Fringe Society).
- Act as a principal point of contact for all internal company queries relating to the Box Office.
- Manage departmental communication through the Pleasance's online communication platform (Workplace).

Systems Administration

- Edit performance listings for existing Productions on the Box Office system and Pleasance website.
- Build performance listings for newly programmed shows on the Box Office system and Pleasance website.
- Manage allocations and releases of held tickets according to an agreed schedule.
- Manage ticket deals, discounts and third party sales, working closely with Marketing, Programming and Arts Industry Teams.
- Manage the Access Diary of information for all ticket holders with additional access needs, distributing information internally as required.
- Process complimentary and guest ticket requests.
- Process authorised refund requests.
- Produce end-of-shift reports and communicate operational feedback on a rolling basis internally to ensure ad-hoc queries or issues are appropriately resolved.

Infrastructure

- Manage Box Office teams during the Festival Get-In Period (01/08/20 – 04/08/20) and Get-Out Period (01/09/20 – 02/09/20), coordinating team schedules whilst undertaking Get-In / Get-Out duties and department training.
- Ensure Box Office IT infrastructure is operational at all times, troubleshooting temporary issues and working closely with the IT Department.

- Ensure all public Box Office spaces remain presentable and welcoming at all times, including operator desks, entrances, promotional displays and foyers.
- Ensure all facilities, services and information designed for those with additional access requirements are maintained, including the provision of lowered counters, large format print and accessible performance information.

Volunteer Support

All members of the Pleasance team have a collective responsibility for those participating in the Pleasance Volunteer Programme, including;

- Provide pastoral support to all Volunteers, remaining open and available for those who require personal or operational support during the Programme;
- Ensure the equal inclusion and participation of all by pro-actively engaging with Volunteers who may benefit from additional support to aid their development;
- Offer professional advice and support to Volunteers, utilising your experience to enhance the skills and knowledge of those participating in the Programme;
- Contribute to the creation of a positive working and social environment, ensuring clear lines of communication and collaboration within departments and between teams;
- Ensure the Volunteers part in the Festival operation is a fun and rewarding experience.

General

- Deputise for the Box Office Manager and Box Office Deputy Manager as required.
- Liaise with other departments across the organisation to ensure the smooth running of operations.
- Ensure that the Pleasance is represented to all visitors as having excellent standards and first class service.
- Act as a representative for the Pleasance and its values.

Essential Criteria

- Experience in people management and support.
- Experience in customer services at a managerial level.
- Experience in payment processing and cash handling within a customer service environment.

Desirable Criteria

- First Aid at Work qualification.
- Experience working within a Box Office or live theatre environment.
- Experience in providing services to patrons with access requirements.
- Experience working with Box Office ticketing software, preferably VIA by Red61.

- Experience working at the Edinburgh Festival Fringe.

4. Contract Terms

Contract Type:	Fixed Term, Full Time
Period of Engagement:	31/07/20 – 02/09/20 inclusive (travelling on 30/07/20 & 03/09/20, if required)
Key Dates:	Get-In Period: 31/07/20 – 04/08/20 inclusive Festival Performance Dates: 05/08/20 – 31/08/20 inclusive Get-Out Period: 01/09/20 – 02/09/20 inclusive
Total Fee:	£2,420.00
Payment Schedule:	50% Total Fee on 17/08/20 50% Total Fee on 11/09/20, on completion
Place of Work:	Edinburgh, United Kingdom
Schedule of Work:	31 working days, with 3 days off to be taken throughout the Period of Engagement on dates to be agreed according to the departmental rota. A rotating shift pattern is in place during the Festival Performance Dates, with 2-3 shifts worked daily in different locations across the Pleasance's sites between the Box Office's operational hours, 08:30 – 00:00 (or to the final performance, whichever is later).
Accommodation:	Available to those that require it at a subsidised rate.
Right to Work:	All applicants must have the right to work in the UK. If you are not a UK citizen and require additional visas or working permissions, please specify this in your application.

5. Applications

To apply, please complete the Pleasance Festival Team 2020 application form at:
<http://bit.ly/PleasanceFestivalTeam2020App>

As part of your application you must submit a Cover Letter and attach a CV. Please include your full name in the file name of your CV and provide this in .PDF or .DOC format.

Applicants are also requested to complete the Pleasance Equal Opportunities Monitoring Form at:
<http://bit.ly/PleasanceEqualOps>

Deadline: Applications will be reviewed and interviews held on a rolling basis until all roles are filled, with a preliminary application deadline of 17:00, Sunday 29th March 2020.

Applications received after the preliminary deadline will still be considered for vacant positions. However, prospective candidates are advised that applications are considered on a first applied, first reviewed basis and are therefore recommended to apply at their earliest convenience to maximise the chance of being shortlisted.

Applications via alternative means such as a video or voice application will be accepted from those who require reasonable adjustments. Please contact us if you wish to discuss this.

Contact: Email: jobs@pleasance.co.uk



Phone: +44 (0)207 619 6868

Post: Festival Recruitment
Pleasance Theatre Trust
Carpenters Mews, North Road, London, N7 9EF

6. Equal Opportunities

The Pleasance Theatre Trust is an equal opportunities employer and welcomes applications from all sections of the community.

If you would require any reasonable adjustments at interview or whilst undertaking the role as specified, please highlight this as part of your application and we will be happy to discuss these.
