



## Pleasance Theatre Trust - Role Pack

### Box Office Supervisor (Fringe) Festival 2022

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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.

For the Fringe's 75th anniversary, the Pleasance returns to 30 performance spaces across 3 sites - presenting the festival's most compelling, entertaining and boundary pushing shows. During our last full scale festival, our Edinburgh venues welcomed audiences to over 5,500 performances of 270 productions in just 27 days.

The Pleasance is a place where journeys begin; built by us, but made unforgettable by you.

Join us.

*The Pleasance Theatre Trust is a registered charity - charity numbers 1050944 (England & Wales) and SC043237 (Scotland).*

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#### 2. About Our Team

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.

We are looking for people who are passionate about what they do and take pride in how they do it. Our team has a positive mind-set, good sense of humour and "can do" attitude, sharing in both the challenges and rewards of an unparalleled creative environment.

Our Volunteer Programme sits proudly at the heart of our organisation and every member of our team champions our [Volunteer Values](#), with a commitment to inclusion, peer-to-peer learning and pro-active support.

If you are interested in both showcasing and sharing your skills, we want to hear from you.

### 3. About the Role

Role:	Box Office Supervisor
Department:	Guest Services
Line Manager:	Box Office Manager
Key Relationships:	Box Office Operators (Volunteers), Front of House Manager, Front of House Supervisor, Press Office, Arts Industry Office Venue Managers
Contract:	Fixed Term

### Role Description

The **Box Office Supervisor** plays a key role in maintaining the theatre's vitally important ticketing services at the Edinburgh Festival Fringe.

Alongside the Box Office Manager, they undertake a range of administrative duties using the Pleasance's digital ticketing software (Red61), including the management of new performances, seating allocations, holds and releases. They also support the Front of House team in the delivery of digital ticketing.

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 Box Office Supervisor 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 proactive engagement with both staff and guests.

In addition to working with the team and audiences, they will maintain good working relationships with the Fringe Society, cross-selling venues and external ticketing agencies.

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. Administrative skills and a meticulous attention to detail will be highly beneficial. They will have a natural flair for creating an inclusive working environment where colleagues feel supported, encouraged and are ultimately driven to excel in their role. They will have a passion for the performing arts and find motivation in helping others to share in that passion.

### Key Responsibilities

*Customer Service*

- 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.
- 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.
- Process sales and undertake other Operator duties during busy periods.
- Act as a principle point of contact whilst on shift for Box Office enquiries from the following parties, including on email, phone and in-person;
  - Ticket holders;
  - Performing companies;
  - Third party cross sellers, ticketing agencies and the Box Office service provider;
  - Internal teams.

#### *Systems Administration*

- Build performance listings for newly programmed shows and edit existing shows on the Box Office system and Pleasance website.
- Publish performance-specific information such as daily changing line-ups, liaising with the Marketing Office.
- Manage pre-performance communications with audiences.
- Manage allocations and releases of held tickets according to an agreed schedule.
- Manage ticket deals, discounts and third party sales, working closely with Marketing Office, Arts Industry Office and Programmers.
- Manage the Access Diary of information for all ticket holders with additional access needs, distributing information internally as required.
- Process complementary ticket requests and reservations for company guests.
- Process authorised refund requests.

#### *Operations*

- Support the Front of House team in operating the Box Office app for admitting digital ticket holders and facilitating ad-hoc sales.
- Ensure Box Office policies are maintained in relation to Payment Card Industry (PCI) and data protection regulations.
- Ensure cash handling procedures are maintained.

- Complete daily shift reports.
- Adhere to all elements of the Pleasance Health & Safety and Covid Security policies.
- Deputise for the Box Office Manager as required.

#### *Volunteer Support*

- All members of the Pleasance team have a collective responsibility to those participating in the Pleasance Volunteer Programme, in any department or role, with responsibilities including;
  - Champion the Pleasance's [Volunteer Values](#);
  - Maintain a supportive environment and workplace;
  - Ensure equal inclusion and participation of all;
  - Offer professional advice and support;
  - Contribute to a fun and rewarding experience.

#### *General*

- Act as a representative of the Pleasance and its values.
- Be responsive to situations as they arise, adapting operations as required.
- Work cross-departmentally to ensure the smooth running of the operation.
- Fulfill ad-hoc duties on behalf of other departments, if required and appropriately trained.
- Ensure that the Pleasance is represented to all visitors as having excellent standards and first class service.

### **Personal Specifications**

#### *Essential Skills*

- Experience within an equivalent customer service environment, preferably within a theatre or live event setting.
- Administrative experience, preferably including database management.
- Excellent communication skills.
- Personable, approachable and friendly manner.
- Experience working collaboratively and relationship management.
- Resilience working under pressure, calm and an unrelenting good humour.
- Effective approach to diplomatically resolving challenges and identifying solutions.

- A can-do attitude in line with the Pleasance's values.

#### *Desirable Skills*

- Experience in delivering Box Office services and in particular digital ticketing.
- Experience working with Red61.
- Experience as part of a venue operation at the Edinburgh Festival Fringe.
- Experience in payment processing.
- Experience managing or implementing covid security measures.
- Experience working with volunteers or less experienced staff.
- First Aid at Work qualification.

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#### **4. Contract Terms**

Contract Type: Fixed Term

Period of Engagement: 29/07/22 - 31/08/22 inclusive  
*Travelling 28/07/22 & 01/09/22, if required*

Key Dates: Get-In: 29/07/22 - 02/08/22  
Festival: 03/08/22 - 29/08/22  
Get-Out: 29/08/22 - 31/08/22

Fee: £1995

Payment Schedule: 50% Total Fee on 17/08/22  
50% Total Fee by 16/09/22, on completion

Place of Work: Edinburgh, United Kingdom

Schedule of Work: Working on a rotating shift pattern with an average 6 day week during the Period of Engagement. Evening and weekend work are essential in this role.

Accommodation: Available to those that require it at a partially subsidised rate, subject to availability.

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 submit your application and CV via our online form:

<https://bit.ly/PleasanceFestivalTeam2022App>

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 in person, via Zoom or phone on a rolling basis until all roles are filled, with a preliminary application deadline of 17:00, Friday 1st April 2022.

Applications received after the preliminary deadline will still be considered for vacant positions.

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:	<a href="mailto:jobs@pleasance.co.uk">jobs@pleasance.co.uk</a>
Phone:	+44 (0)207 619 6868
Post:	Recruitment Pleasance Theatre Trust Carpenters Mews, North Road, London, N7 9EF

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## 6. Equal Opportunities

The Pleasance Theatre Trust is an equal opportunities employer and welcomes applications from all sections of the community. In particular, we encourage applications from backgrounds or social groups currently underrepresented in the creative industries.

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.

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## 7. Covid Security

The Pleasance puts health, wellbeing and enjoyment at its core. Our operation has been carefully planned to ensure this and adheres to all public health guidance and legislation. The Pleasance delivered a successful covid secure operation during Fringe 2021. Training and advice will be given to all participants. Applicants are welcome to ask any questions they may have in relation to this.

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