

Pleasance Theatre Trust - Role Pack

Box Office Supervisor (Fringe)

June 2021

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1. About Pleasance Theatre Trust

The Pleasance Theatre Trust is delighted to reopen the gates for the 2021 Fringe.

This year's Festival may be smaller, but its purpose has never been bigger - bringing artists back to the stage and creating opportunities to nurture and support new talent. This is a moment to rebuild and rediscover - embodying the hopeful spirit of our very first year on the Fringe in 1985.

As an educational charity the Pleasance remains fiercely committed to developing careers. In our festival team, those working in the industry 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.

This year's Covid secure operation puts health, wellbeing and enjoyment at its core - having been carefully designed to adhere to all public health guidance and legislation.

The Pleasance is a place for everyone, 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).

2. About Our Team

The Pleasance is a place for experiences – both on and off the stage. For our team, 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 is 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.
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3. About the Role

Role:	Box Office Supervisor
Department:	Guest Services
Line Manager:	Box Office Manager
Key Relationships:	Box Office Assistants (Remote), Front of House Manager, Front of House Supervisor, Venue Managers, Duty Technicians
Contract:	Fixed Term - Freelance

Role Description

The **Box Office Supervisor** plays a key role in maintaining the theatre’s vitally important ticketing services at the Edinburgh Festival Fringe, for both in-person and online shows.

Alongside the Box Office Manager, they undertake a range of administrative duties using the Pleasance’s digital ticketing software (VIA by Red61), including the management of new performances, seating allocations, holds and releases.

The Box Office Supervisor plays an essential part in maintaining the Pleasance’s reputation for excellent customer service, being the primary point of contact for any ticketing queries from the public and performing companies alike. They will work closely with the remote team of Box Office Assistants based at Pleasance London, who will administer telephone bookings whilst managing the simultaneous London programme.

As part of a small Box Office team, the Box Office Supervisor will often undertake solo shift work and so must be comfortable taking personal responsibility for operations at these times.

All ticketing will be digital as part of the Pleasance’s 2021 Covid secure operation, with the Front of House team using a Box Office app to admit audiences. They will also issue tickets on an ad-hoc basis and troubleshoot any issues that arise. The Box Office Supervisor will play a key role in supporting this operation.

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 be highly personally with strong administrative skills, ideally with sales experience within a busy customer service environment. They will have a meticulous attention to detail and ability to remain composed whilst multitasking. They will have a passion for the performing arts and find motivation in helping others to share in that passion.

Key Responsibilities

Customer Service

- 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 and audience members;
 - Performing companies;
 - Third party cross sellers, ticketing agencies and the Box Office service provider;
 - Internal teams.
- Provide general reception duties for the site, including receiving deliveries, issuing company passes, lost property and answering / redirecting walk-up enquiries.

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 and ensure all on-site listings are maintained, liaising with the Marketing Assistant.
- Manage pre-performance communications with audiences, including the information for accessing online performance.
- Manage allocated seating plans for daily performances.
- Manage allocations and releases of held tickets according to an agreed schedule.
- Manage ticket deals, discounts and third party sales, working closely with Marketing Manager and Programmers.
- Manage the Access Diary of information for all ticket holders with additional access needs, distributing information internally as required.
- Process complementary press, industry and guest ticket requests.
- Process authorised refund requests.

Operations

- Support the Front of House team in operating the Box Office app and facilitating ad-hoc sales and complimentary tickets.
- Ensure Box Office policies are maintained in relation to Payment Card Industry (PCI) and data protection regulations.
- 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;
 - 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 VIA by 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.

4. Contract Terms

Contract Type: Fixed Term - Freelance

Period of Engagement: 03/08/21 - 30/08/21 inclusive

Key Dates: Get-In Period: 03/08/21 - 05/07/21
Festival Performance Dates: 06/08/21 - 29/08/21
Strike: 30/08/21

Fee: £1800

Payment Schedule: 50% Total Fee on 17/08/21
50% Total Fee by 17/09/21, 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.

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 send your CV and cover letter in .pdf or .doc format by email including the Role in your subject line to:

jobs@pleasance.co.uk

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 via Zoom or phone on a rolling basis until all roles are filled. Applications will be considered on a first applied, first reviewed basis and interviews scheduled with shortlisted candidates accordingly.

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: 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. 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.
