

# Pleasance Theatre Trust - Role Pack

## Front of House Manager (Fringe) Festival 2025

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### About Pleasance Theatre Trust

The Pleasance Theatre Trust is one of the most established operators at the Edinburgh Festival Fringe, well known for discovering talent. Each year we nurture the skills of those working both on and off the stage, and 2025 is going to be a great year.

Starting with just two venues in 1985 we now run 33 performance spaces across 3 sites in Edinburgh every August - presenting the festival's most compelling and entertaining shows. In 2024 our venues welcomed audiences of nearly 500,000 to over 5,700 performances of 282 productions in just 27 days.

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

We hope you'll join us.

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

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## What we look for in applicants

Our Festival team includes experienced industry professionals working proudly alongside those just starting out in the Pleasance Festival Volunteer Programme. Together they provide support to the artists, audiences and each other.

We are looking for team members with:

- A positive attitude.
- A willingness to work as a team.
- An ability to remain motivated, particularly in a fast paced environment.
- A commitment to sharing their experience with volunteers.
- Relevant skills that would support you in the role (see “Role description” for more detail).

Successful applications are most often ones which clearly and concisely communicate these points.

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## Contract terms and eligibility

Role	Front of House Manager
Contract type	Fixed Term
Period of engagement	10/06/25 - 24/09/25 43 working days inclusive of;  Pre-Production: 10/06/25 - 24/07/25 (10 working days)  Festival: 23/07/25 - 26/08/25 (32 working days) <i>Travelling 22/07/25 &amp; 27/08/25, if required</i>  Festival Debrief: 24/09/25 (1 working day)
Key dates	Festival Build / Get-In: 23/07/25 - 29/07/25 Festival: 30/07/25 - 25/08/25 Festival Strike / Get-Out: 26/08/25
Fee	£4,264.31* by Invoice  * The fee stated above is on the basis of freelance employment, for individuals that are self-employed. PAYE contracts are also available to individuals.
Payment schedule	50% Total Fee on 15/08/25 50% Total Fee by 12/09/25, on completion
Place of work	Pre & Post-Production: Remote with office space available at Pleasance London Festival: Edinburgh, United Kingdom
Schedule of work	Pre & Post-Production: Monday - Friday

	Festival: Shift work on a daily changing rota with an average 6 day week during the Period of Engagement. Evening and weekend work are essential.
Accommodation	Accommodation is available to all that require it and is subsidised by the Pleasance, with a charge of £14 per night passed on to the team member. Accommodation is a private bedroom with a single bed in a 4 to 6 bedroom halls of residence style flat. Flats are shared with other Pleasance team members and located 5 minutes walk from the venues.
Travel	Where required, The Pleasance shall arrange travel to and from Edinburgh for the team member at its own expense up to the value of £100. Please let us know your departure venue upon signature of contract.
Right to work	All applicants must have the right to work in the UK.

## Role description

Role	Front of House Manager
Department	Guest Services (Front of House Team)
Line manager	General Manager
Key relationships	Front of House Supervisors, Front of House Assistants (Volunteers), Box Office Supervisors, Area Managers, Technical Department

### Summary

The **Front of House Manager** leads the Front of House team, ensuring that audiences and artists receive the best possible experience of the Fringe and performance spaces run to schedule.

They are responsible for managing the operations of all incoming audiences at the Pleasance's Courtyard and Dome venues - delivering first class customer service, admitting ticketing holders (digital & physical ticketing), maintaining site safety and ensuring that all set procedures are followed.

Supported by the Deputy Front of House Managers, and a team of Front of House Supervisors, they oversee a voluntary team of Front of House Assistants and provides them with operational and pastoral support - ensuring they feel confident in their duties and thrive as part of the Pleasance Festival Volunteer Programme. They will devise and deliver training sessions for their department and are responsible for creating rotas throughout the Festival.

They work closely with the senior technical team and Venue Crews to maintain the venue's performance schedule - assisting in turnarounds between shows and ensuring audiences are admitted promptly when clearance is given.

The Front of House Manager will ensure that a strong collaborative working relationship is maintained with the Pleasance's site partners at the Edinburgh University Students' Association, who provide

integrated services such as on-site hospitality and joint site management. Our shared objective is to deliver a seamless experience to visitors coming to the site.

The ideal candidate will have experience leading a team within a busy customer service environment with a particular focus on customer care and site management. They will have an unrelenting energy that enables them to motivate themselves and others whilst working in a frenetic outdoor environment come sunshine or rain. They will have a passion for the performing arts and a natural flair for creating a working environment where colleagues feel supported, encouraged and are ultimately driven to excel in their role.

## **Key responsibilities**

### *Customer service*

- Welcome incoming audiences and perform ticket checks (digital & physical tickets) to provide entry.
- Manage house calls and clearance, working closely with Venue Crews.
- Deliver first class customer service, answering a wide range of audience queries.
- Assist audiences with additional access requirements.

### *Health and safety*

- Oversee and ensure compliance of the Pleasance Health & Safety policy in queues and performance spaces, working closely with other departments and site partners at the Edinburgh University Student's Association.
- Ensure access and egress routes are maintained.
- Act as designated fire marshall.
- Where appropriately trained, act as a designated first aider.

### *Operations*

- Line Manage the Front of House Supervisors and Front of House Assistants (volunteers), including pastoral support.
- Prepare Front of House rotas according to the performance schedule.
- Ensure the daily schedule is understood and supplementary information communicated to those on shift.
- Ensure shift duties are adhered to by all team members.
- Manage Front of House inductions and training, including top-up training through the Festival.
- Complete daily shift reports.

- Attend and contribute to daily operations meetings.
- Manage Front of House arrangements for any special or one-off events and liaise with performing companies in advance as required.
- Liaise with Edinburgh University Students' Association management team to coordinate any joint activity that affects the Front of House operation.

#### *Volunteer support*

- All members of the Pleasance team have a responsibility to support those participating in the Pleasance Festival Volunteer Programme, including;
  - Champion the Pleasance's [Volunteer Values](#)
  - Maintain a supportive environment and workplace
  - Be inclusive and encourage equal participation
  - Support volunteer training by sharing your experience
  - Contribute to a fun and rewarding experience.

#### *General*

- Act as a representative of the Pleasance.
- Be responsive to situations as they arise.
- Work cross-departmentally to ensure the smooth running of the operation.
- Maintain high standards and excellent customer service.

### **Personal specifications**

#### *Essential skills / experience*

- Experience delivering Front of House services.
- Experience within an equivalent customer service environment, preferably within a theatre or live event setting.
- Experience managing and motivating a team.
- Excellent communication skills.
- Personable, approachable and friendly manner.
- Experience working collaboratively and relationship management.
- Administrative experience, preferably including the creation of departmental rotas.
- Resilience and calm working under pressure.
- Effective approach to diplomatically resolving challenges and identifying solutions.

- Supportive management style.
- A positive attitude.

#### *Desirable skills / experience*

- Experience as part of a venue operation at the Edinburgh Festival Fringe.
  - Experience working with volunteers or less experienced staff.
  - Experience devising and delivering bespoke training sessions.
  - Experience in delivering Box Office services and in particular digital ticketing.
  - First Aid at Work qualification.
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## Applications guide, timeline and process

### Application timeline

The application timeline for this role is as follows:

- April 2025: Applications open.
- May 2025 Applications are reviewed, shortlisted and candidates invited to interview. Applications are typically reviewed within 4 weeks of applying.
- May- June 2025: In-person and online interviews take place until the vacancy is filled and candidates are notified of the outcome 1 to 3 weeks following interview.

### Making an application

To apply for this role, you can make one of the following applications:

- **Online, in Writing:** Complete the Pleasance Festival Team Application Form, available here: <https://www.pleasance.co.uk/festival-opportunities>. You are required to submit a CV through the form.
- **Audio:** An audio application can be made by emailing an .MP3 audio file of you answering the questions in the application form. A verbal summary of your relevant experience can be given in place of a CV. Audio should be clear and easy to hear and understand. To submit an audio application email the file to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the subject "2025 Festival Team Application - [Your Name]". If the file is large please use a file sharing site such as [www.wetransfer.com](http://www.wetransfer.com)
- **Video:** A video application can be made by emailing a .MP4 or .MOV video file of you answering the questions in the application form. A verbal summary of your relevant experience can be given in place of a CV. There is no dress code for video applications. To

submit a video application email the file to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the subject "2025 Festival Team Application - [Your Name]". If the file is large please use a file sharing site such as [www.wetransfer.com](http://www.wetransfer.com), or upload a private video to a hosting site such as YouTube, Google Drive or Dropbox and send the link for viewing.

## Application process

The process has two stages:

1. An application
2. Interviews for shortlisted candidates

## How we assess your application

- Each application is assessed by someone who works in the team you are applying to - typically a manager with a knowledge of the requirements of the role. They will assess your application with a mixture of comments and scores for how closely they think you meet the requirements of the role. Requirements are outlined in the "What we look for in applicants" and "Role description" sections of this pack.
- The assessor will determine a shortlist of candidates for interview.
- You will be notified by email if you are shortlisted for an interview. Interviews take place in-person or online using Zoom.
- The interview will be conducted by 1 or 2 interviewers who have a knowledge of the requirements of the role. They will assess your interview with a mixture of comments and scores for how closely they think you meet the requirements of the role.
- Due to the volume of applications received, we regret that we are unable to notify applicants that are not successful at the application stage or provide feedback.
- An update can be provided on the status of your application at any time by emailing [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk). We aim to reply to all enquiries within 7 days.

## If your application is successful

- You will receive an offer by email, confirming the terms and other relevant information.
- You will be invited to discuss any access requirements you have so we can discuss what adjustments can be made together.
- You are welcome to ask any further questions prior to accepting the offer.
- After you accept your offer, you will be sent a contract to sign and any relevant pre-arrival information. You should make travel arrangements at this point if required.

## Help

If you require help with your application you may contact us by:

- Email: [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk)

- Phone: +44 (0)207 619 6868

We aim to reply to all enquiries within 7 days.

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## Equal Opportunities

At the Pleasance Theatre Trust we want our team to reflect wider society and welcome applications from all sections of the community - in particular from anyone currently underrepresented in the creative industries.

We welcome applications from everyone, regardless of background or social group. If you would like to have an informal discussion about any role available or anything in this pack before you submit your application please contact [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk).

You can also email to talk to us about your access needs. We discuss access with candidates at each step of the application process, so first we would discuss access for the application, then, if successful for the interview and then if successful, for the job.

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