

Pleasance Theatre Trust - Role Pack

Assistant to the Director (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.

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 2023 our venues welcomed audiences of nearly 500,000 to over 5,700 performances of 280 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).

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.

Contract terms and eligibility

Role	Assistant to the Director
Contract type	Fixed Term
Period of engagement	16/06/24 - 22/09/25, inclusive of; Pre-Production: 16/06/25 - 18/07/25 inclusive (25 working days) Festival: 22/07/25 - 26/08/25 inclusive (32 working days) <i>Travelling 21/07/25 & 27/08/25, if required</i> Post-Production: 5 working days to be discussed Festival Debrief: 24/09/25 TBC (1 working day)
Key dates	Festival Build / Get-In: 22/07/25 - 29/07/25 Festival: 30/07/25 - 25/08/25 Festival Strike / Get-Out: 26/08/25 - 26/08/25
Fee	£6,037.29 by Invoice* * The fee stated above is on the basis of a freelance contract for individuals that are registered self-employed. Fixed term employment contracts (PAYE) are also available to individuals that are not self-employed.
Payment schedule	£2,000 on 11/07/25 £2,000 on 15/08/25 £2,037.29 by 14/09/24, on completion
Place of work	Pre & Post-Production: Edinburgh / London / Remote * Festival: Edinburgh, United Kingdom

	* The ideal candidate for this position will be Edinburgh-based, where the Director is based. The option of remote work or working from Pleasance London during the Pre & Post-Production period will be explored for candidates based outside of Edinburgh.
Schedule of work	Pre & Post-Production: Monday - Friday Festival: Flexible daily schedule with an average 6 day week. 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 20 to 25 minutes walk from the venues.
Travel	Where required, travel to and from Edinburgh from your home base at the beginning and end of the Festival will be arranged and paid for by Pleasance, subject to an agreed budget.
Right to work	All applicants must have the right to work in the UK.

Role description

Role	Assistant to the Director
Department	Administration
Line manager	Director
Key relationships	General Manager, Operations Coordinator, Head of Technical, Senior Management

Summary

The **Assistant to the Director** provides administrative support to the organisation's Director and Senior Management during the Edinburgh Festival Fringe.

They play a vital role in ensuring the Director's busy festival workload is well organised - through diary and inbox management, travel booking and meeting preparation. However, their duties expand far beyond basic administration and are often responsive to the demands of a busy festival environment. This can involve planning parties, meeting artists and working closely with sponsors, partners and VIPs - often all in the same afternoon. Alongside the programming team, they work closely with any productions that the Pleasance is supporting as part of its artist programme and will regularly interact with Arts Industry professionals, such as producers, directors, venue managers and press.

The successful candidate will have a 'can-do' attitude with the ability to tackle any project - no matter how big, small, or bizarre - being essential. This will be underpinned by excellent administrative skills and a strong attention to detail. They will thrive under pressure when working on time sensitive projects and stick to tight deadlines, but also be able to work reactively to respond to the day's

requirements. Above all, they will be highly personable, passionate and enjoy the challenges of a creative environment.

Key responsibilities

Assistant to the Director

- Diary management for the Director.
- Email management for the Director, including producing daily summaries, prioritising messages for reply, responding on the Director's behalf and removing spam / junk.
- Manage correspondence on the Director's behalf by phone, email and post.
- Book travel for the Director, including local, national and international travel.
- Book tickets and reservations for the Director.
- Attend and minute meetings with the Director, circulating minutes and action points to all parties.
- Provide production coordination support for Pleasance produced and supported productions, as required.
- Log daily ticket sales using a shared sales tracker.
- Manage membership requests from the Pleasance Edinburgh Artist Club ('Brooke's Club'), including authorising requests with the Director, managing correspondence and issuing passes.
- Manage complimentary ticket booking, authorisation and allocations for the Pleasance Board of Trustees, VIPs, Sponsors and Media Partners.
- Provide assistance to the Pleasance Founder during the Festival Fringe, including booking tickets, scheduling meetings and distributing information as required.
- Assist the Director in the preparation of speeches and documentation.
- Attend and support administration of Press and Gala events at the venue and elsewhere with the Director.
- Undertake research and development projects as required.
- Assist Operations Coordinator as required.

Festival logistics

- Support the General Manager and Operations Coordinator in the administration of festival staffing, including preparation for inductions, distribution of information, accommodation check-ins and general correspondence.
- Assist supported productions on an ad-hoc basis, working closely with the Director and programming teams.
- Negotiate and manage a network of local discounts for Pleasance Festival Pass holders.

- General running duties.

Events

- Coordinate catering, dressing and assist in planning for all in-house events, inclusive of;
 - Staff Events - Welcome Event, Staff Parties, Final Night Dinner
 - VIP Events - Patrons Events, Partner Events, Sponsor Events
 - Performer Events - Welcome Event, Press Launch, Tartan Ribbon Comedy Benefit, Closing Night Event, Galas
- Manage VIP invitations for all events, including collating guest lists, coordinating invitation design, distributing invitations and logging responses.
- Manage drink stock allocations for all events and welcome packs for incoming performing companies / Pleasance produced productions.
- Manage on-site space bookings for ad-hoc events, working closely with the Edinburgh University Students' Association and Edinburgh International Conference Centre as required.

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

- Administrative experience.
- Excellent communication skills.
- Computer literate, preferable including Google suite.
- Personable, approachable and friendly manner.

- Experience working collaboratively and relationship management.
- Resilience and calm working under pressure.
- Ability to work independently whilst remaining motivated.
- A positive attitude.

Desirable skills / experience

- Experience in diary management and/or other reception duties.
 - Experience in press and industry ticketing.
 - Experience as part of a venue operation at the Edinburgh Festival Fringe.
 - Experience in database management.
 - Experience working with artists and members of the arts industry.
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Applications guide, timeline and process

Application timeline

The application timeline for this role is as follows:

- May 2025: Applications open.
- May 2025 onward: On an ongoing basis, applications are reviewed, shortlisted and candidates invited to interview. Application will be reviewed within 2 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.

Deadline

There is no fixed deadline for applications and interviews will continue until the vacancy is filled. Current vacancies are listed at <https://www.pleasance.co.uk/festival-opportunities>.

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@pleasnace.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
- **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@pleasnace.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, 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. 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
- Phone: +44 (0)207 619 6868

We aim to reply to all enquiries within 7 days.

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.

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.
