

# Pleasance Theatre Trust - Role Pack

## Ticketing Supervisor (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 2025 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).*

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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.

## Contract terms and eligibility

Role	Ticketing Supervisor
Contract type	Fixed Term
Period of engagement	24/07/25 - 26/08/25 30 days inclusive <i>Travelling 23/07/25 &amp; 27/08/25, if required</i>
Key dates	Festival Build / Get-In: 24/07/25 - 29/07/25 Festival: 30/07/25 - 25/08/25 Festival Strike / Get-Out: 26/08/25
Fee	£2,874.90 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	50% Total Fee on 15/08/25 50% Total Fee by 12/09/25, on completion
Place of work	Edinburgh, United Kingdom
Schedule of work	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 20 to 25 minutes walk from the venues.
Right to work	All applicants must have the right to work in the UK.

## Role description

Role	Ticketing Supervisor
Department	Guest Services (Box Office & Arts Industry Team)
Line manager	Box Office Manager, Deputy Box Office Manager
Key relationships	Box Office Operators (Volunteers), Arts Industry Officers (Volunteers), Arts Industry Coordinator, Ticketing Supervisors, Press Office (Supervisors & Volunteers), Front of House Supervisors

### Summary

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

They work principally across Box Office locations but will participate in rotational cover for the Arts Industry team who are responsible for public and industry ('comp') ticketing respectively.

Ticketing Supervisors are responsible for ensuring that all points of sale are fully functioning, including indoor counters, outdoor counters, roving ticket sales using portable devices, and a dedicated office for phone sales. At each position, they oversee a voluntary team 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.

Whilst on duty at the Box Office, they will undertake a range of administrative duties using the Pleasance's digital ticketing software (Red61), including the management and set-up of new performances, seating allocations, holds and releases. They will also make necessary online adjustments to Pleasance, Fringe Society and third party listings to ensure accuracy across all Pleasance shows. They manage the access diary, oversee customer communications and ensure that ticket holders' additional access requirements are communicated across venue sites.

Ticketing supervisors will also provide support to other festival teams on the ground as required. This includes supporting the Front of House in the delivery of digital ticketing services (ticket scanning, reporting and FOH app troubleshooting) and the marketing team with their coordination of Pleasance merchandise sold from box office locations. Ticketing Supervisors will check stock and generate reports to help manage daily stock replenishment.

In the Arts Industry Reception Office, they will support supplementary services including the set-up of ticket promotions, accreditation (creating ID passes), liaising with third party providers (including the EDFEST partnership), overseeing incoming post and coordinating lost & found logs.

The Ticketing Supervisor plays an essential part in maintaining the Pleasance's reputation for excellent customer service. They provide front-line services to guests and performing companies - giving information, answering queries, managing audience feedback or complaints and dealing with operational requirements as they arise. They lead by example through proactive engagement with both staff and guests. They will also maintain good working relationships with the Fringe Society, cross-selling across 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 and Arts Industry Officers (volunteers) whilst on-shift, providing operational support to enable them to fulfil their Duties.
- Deliver training sessions to Box Office Operators, Arts Industry Officers and external ticketing staff (EICC) and offer top-up training to individuals throughout the festival if required.
- Provide managerial support to the Press Office, who operate as an extension of the Box Office, including managing certain services during out-of-hours periods.
- Provide in-person ticketing support at Pleasance Galas and Press launch events
- Process sales, complimentary ticket requests, ticket collections and undertake other Operator /Officer duties during busy periods.
- Act as a principle point of contact whilst on shift for 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
  - Fringe Society
  - Internal teams
- Authorise and process performing company ticket offer deals, including complimentary preview "papering" tickets, half-price hut and ad-hoc requests and working closely with the Marketing Office and Programmers.
- Process and distribute company and staff ID Passes.
- Manage and distribute incoming deliveries.
- Manage lost property reporting.

- Oversee the sale, reporting and stock replenishment of Pleasance merchandise sold from box office locations.

#### *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 department.
- 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 the Marketing department and Programmers.
- Manage the Access Diary by inputting details for all ticket holders with additional access needs and internally distributing information 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.
- Ensure sales policies are maintained in relation to Payment Card Industry (PCI) and data protection regulations.
- Support box office managers with the maintenance and set-up of box office hardware (including PEDs, printers and portable devices)
- Ensure cash handling procedures are maintained.
- Complete daily shift reports.
- Complete daily post-shift banking reconciliation.
- Adhere to all elements of the Pleasance Health & Safety policies.
- Deputise for the Box Office Manager, Deputy Box Office Manager and Arts Industry Coordinator - 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*

- 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 and calm working under pressure.
- Effective approach to diplomatically resolving challenges and identifying solutions.
- A positive attitude.

##### *Desirable skills / experience*

- 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 working with volunteers or less experienced staff.
  - 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:

- From April 2025: Applications open.
- Rolling: Applications reviewed, shortlisted and candidates invited to interview. Applications are typically reviewed within 4 weeks of applying but can take longer.
- April - June 2025: 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>.

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### 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.

## 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.



## 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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