

Pleasance Theatre Trust - Role Pack

Ticketing & Box Office Manager November 2025

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About Pleasance Theatre Trust

As a registered charity, the Pleasance Theatre Trust aims to create a compelling platform to discover, nurture and support fresh artistic talent from across the globe.

Operating year-round in London and in Edinburgh during the Festival Fringe in August, the Pleasance has become renowned for delivering an inspiring programme year on year that uniquely embodies the spirit of the Fringe.

Our London base houses 2 theatres, whilst Pleasance Edinburgh is home to 33 performance spaces across 3 sites with an audience of over 500,000 across 27 days.

As an educational charity the Pleasance is fiercely committed to developing opportunities to grow careers. In our team, experienced industry professionals stand proudly side by side with those just starting out. Together they support the artists on stage, visiting audiences, and each other.

The Pleasance is a hub of creativity which cultivates the brightest new ideas, raw talent and skills.

Join us.

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

About the Role

Role:	Ticketing & Box Office Manager
Department:	Ticketing
Line Manager:	Head of Operations
Line Manager To:	Deputy Box Office Manager, Box Office Casual Supervisors (London) Arts Industry Coordinator, Ticketing Coordinator, Edinburgh Ticketing Supervisors (incl. Early Start Role - Edinburgh), Fringe Festival Volunteers (Part-Time & Voluntary)
Key Relationships:	Head of Operations, Operations Co-Ordinator, Head of Theatre, Head of Comedy, Head of Development, Head of Marketing, Head of Welfare and wider team as required.
Contract:	Permanent, Full-time (40 hours per week)
Location:	London, including re-location to Edinburgh for festival delivery (27 July - 2 September, TBC)

Role Description

The Pleasance Theatre Trust seeks to recruit a motivated and detail-oriented Ticketing and Box Office Manager with a keen interest in comedy, theatre, and live performance to lead the organisation's ticketing and customer service operations across its London and Edinburgh activities.

The Ticketing and Box Office Manager plays an essential role in maintaining the theatre's vitally important ticketing facility. Responsible for managing the Box Office Deputy Manager and pool of casual Box Office staff, they are responsible for ensuring the theatre's overall ticketing operation runs smoothly at all times.

This is a full time role based in our London venue, relocating during July and August to lead the Box Office as part of the Pleasance's operations as a major venue at the Edinburgh Festival Fringe. During this time they will work closely with the Head of Operations around recruitment, management, and pastoral support for a team of fifty in the delivery of ticketing and box office services.

The Ticketing and Box Office Manager will be a confident decision maker with significant ticketing system experience and a proven track record in motivating teams to deliver high level customer service in a festival environment. They act as the principal point of contact with Red61 (box office system), oversee integrations with the Pleasance website and Fringe event management software (Eventotron), as well as providing sales insights to inform Pleasance's ongoing digital strategy.

The ideal candidate will have proven managerial experience in a Box Office environment, have a positive, can-do and proactive attitude with meticulous attention to detail. They will be equally confident in front-facing customer service environments as they are in operational administration.

Key Responsibilities

Relationship Management

- Act as a principal point of contact for the Box Office service provider (Red61), all Visiting Companies and Fringe Society, maintaining a positive working relationship with all parties.
- Liaise with third parties such as ticketing agencies as required.

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- Act as a principal point of contact for all internal company queries relating to the Box Office.
- Champion excellence in customer care, access and inclusion finding innovative ways to remove barriers for audiences

Staff & Recruitment

- Line Manage the Box Office Deputy Manager and casual London Box Office Assistants. Ensure all complete their given tasks to a high standard.
- Communicate all information integral to the Box Office operation to all Box Office staff as required, including providing weekly notes to casual weekend operators.
- Produce and manage all rotas, arranging cover in London as required for weekends, annual leave and when additional seasonal resources are required.
- Provide weekend remote support for casual supervisor on shift as required
- Manage recruitment for all London casual staff as required.
- Working closely with the Head of Operations, assist in the recruitment of all Fringe Box Office volunteers.
- Ensure all new recruits undertake a full induction and training programme suited to their positions. To include health & safety, administrative processes and Payment Card Industry (PCI) compliance.
- Oversee all interns and work experience students that have been assigned to the Box Office for administrative duties.

Systems & Processes

- Ensure the Box Office software, (Red61) and its integration into the Pleasance website remains functional at all times. Troubleshoot issues as required.
- Manage the on-sale and proofing process for all London and Edinburgh productions, working closely with the Programmers and wider team, ensuring all deadlines are met according to the stated schedule.
- Ensure all productions are sold to an appropriate and legal capacity.
- Liaise with third party ticket vendors as required and manage allocations accordingly.
- Ensure all London productions are registered on basic listings websites.
- Liaise with all Visiting Companies to provide access to Box Office reporting and show pages on the Pleasance website.
- Working closely with the Marketing Manager, oversee all complimentary tickets and ticket deal requests on the behalf of Visiting Companies.
- Take overall responsibility for the manage of audience data and PCI compliance. Ensure all data protection and privacy laws are adhered to.

Operations

- Open and man the London Box Office, Monday to Friday, taking calls from the general public and Visiting Companies, responding to emails and fielding administrative queries.
- Manage any incoming customer complaints, liaising with the wider team as required.
- Undertake receptionist duties in the London theatre; welcoming all Visiting Companies; acting as a first point of contact for all visitors; ensuring visitors sign in as required; managing lost and found; ordering stationary and managing supplies.
- Working closely with the Bar and Front of House Manager, be responsible for the overall upkeep of the London Theatre foyer, ensuring that public spaces remains presentable for all visitors.
- Working closely with the Marketing Manager, ensure that all print, posters and promotional material throughout the London theatre are maintained and up to date.

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- Working closely with the Deputy Box Office Manager, ensure that company contact databases are maintained.
- Working closely with the Marketing Manager, distribute solus promotional emails to select audiences as required.
- Attend and contribute to company meetings as required.
- Be available for galas, press nights and special events as required.
- Attend and feedback from key Operational and Health & Safety meetings (plus others as directed)

Development

- Oversee maintenance and development of the Pleasance website, working closely with third party developers as required.
- Project Manage any ongoing or new developments relating to the Box Office offering.

Edinburgh Festival Fringe

The Ticketing & Box Office Manager will be required to work remotely in Edinburgh during the festival period in July and August. Key responsibilities include:

- Prepare, manage and oversee the physical set up of the Edinburgh Box Office, working closely with the IT Manager and Technical Team as required.
- Act as principal point of contact for all Visiting Companies with regards to the Box Office operation.
- Oversee the daily operations of all Box Office locations.
- Supervise the implementation of e-ticketing, FOH scanning and merchandise facilities
- Departmental budget holder (including overseeing Festival daily banking)
- Provide managerial support and pastoral care to all Box Office volunteers.
- Liaise with third party and partner Box Offices, including the Fringe Society and cross-selling partners.

Essential Skills

- Significant experience of CRM and ticketing systems, ideally Red61 or similar software
- Digital and technologically fluent with high level written and verbal communication skills
- Experience of high level relationship management with third parties, stakeholders and funders
- Highly organized, detail oriented and comfortable working in a fast-paced and deadline driven environment
- Proven track record in addressing and managing customer complaints
- Experience of recruiting, leading and supervising a team with the ability to inspire collaboration
- Experience of working in a festival environment or senior customer care role within a cultural organisation
- Open, honest communication style
- Ability to provide additional outside of regular hours to meet demands of Edinburgh on sale preparation periods (Feb, March/April and May)
- Willingness to relocate during festival delivery (mid July - end of August)

Desirable Skills & Qualifications

- Experience of the Edinburgh Festival Fringe
- Interest in accessibility and working knowledge of the Equalities' Act (2010)

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- Relevant H&S qualifications (IOSH / NEBOSH), First Aid and Mental Health First Aid
- Understanding of PCI DSS compliance and GDPR framework
- Experience of a large-scale festival or multi-site operation

Contract Terms

Contract Type:	Full-Time Permanent
Salary:	£33,000 per annum
Place of Work:	London (Jan-Jul) & Edinburgh (Jul/Aug), United Kingdom
Schedule of Work:	40 hours per week (Including evening shift work and remote support for casual team across weekends)
Holidays:	20 days per annum, plus all Bank Holidays
Other:	Accommodation and subsistence payments while in Edinburgh
Probation:	3 months
Starting Date:	26 January 2026
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.

How to Apply

Application Timeline

Deadline: Applications close at 12pm (Midday), Friday 28th November

Interviews: Week commencing 1st December

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

- **In Writing:** A written application can be made by emailing your CV and a cover letter explaining your suitability to the role to jobs@pleasance.co.uk with the role title and your name included in the subject line.
- **Audio:** An audio application can be made by emailing an .MP3 audio file of your cover letter / suitability to the role. 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 with the role title and your name included in the subject line. 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 your cover letter / suitability to the role. 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 with the role title and your name included in the subject line. 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.
- Please can you also complete our [Equal Opportunities Monitoring Form](#) - all data is anonymised and stored in line with our GDPR Policy.

Application Process

The process has two to three stages:

1. An application
2. Interviews for shortlisted candidates
3. Second round interviews for further shortlisted interviewees if deemed necessary

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.
- If deemed necessary, a second interview will be conducted and will be an opportunity to discuss a particular area of the role in more detail.
- 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 other relevant information.

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.