

# JOIN OUR FESTIVAL TEAM



**FESTIVAL VOLUNTEER PROGRAMME  
INFORMATION PACK 2026**

• PLEASANCE •





# CONTENTS

<b>3</b>	<b>Introduction</b>
<b>4</b>	<b>What volunteers receive</b>
<b>5 - 6</b>	<b>Eligibility</b>
5	What we require from applicants
5	What we look for in applicants
6	Part Festival Opportunities
6	International Volunteers
6	Work Experience Opportunities
<b>7</b>	<b>Programme Timeline</b>
<b>8-15</b>	<b>Role Descriptions</b>
8	Venue Crew
9	Venue Crew Lead
10	Box Office Operator
11	Front of House Assistant
12	Arts Industry Officer
13	Press Officer
14	Street Team
15	Digital Content Creator
<b>16 - 18</b>	<b>Application Guide</b>
16	Timeline
16	Deadline
17	Making an application
18	The Interview
18	If your application is successful
18	Help
<b>19</b>	<b>The Programme in the volunteers' own words</b>
<b>20</b>	<b>Alumni</b>

# INTRODUCTION

**Join us for an unforgettable summer at the Edinburgh Fringe Festival!**

The **Pleasance Festival Volunteer Programme** provides a platform for people of all backgrounds and ages to hone their skills in the creative industries by playing a key role in the daily operation of the Pleasance's Fringe venues, at the centre of the largest arts festival in the world.

Volunteers are crucial to the daily operations at Pleasance's three venues containing 32 performance spaces. Could you be one of them?

Roles are available in Technical, Guest, Industry and Marketing departments; each role involves genuine responsibilities with support from team members already working in the industry.

The Programme runs from the end of July to the beginning of September, with most joining for the full duration:

## **Technical Department**

Thursday 30th July - Wednesday 2nd September

## **Guest, Industry + Marketing Department**

Friday 31st July - Wednesday 2nd September

We have a huge amount of respect for our volunteers at the Fringe and strive to ensure that as well as learning lots, you also have a lot of fun.

The fast-paced festival offers a challenging and rewarding experience in a uniquely creative environment - with a range of benefits such as free accommodation, events and workshops, skills development and more.

We hope you'll join us!



# WHAT VOLUNTEERS RECEIVE



## Subsistence

Subsistence to reimburse legitimate out-of-pocket living expenses.



## Accommodation

A private room in a shared flat with other volunteers within close proximity to the venue at no cost to yourself.



## Pleasance Pass

Providing FREE access to the full Pleasance programme and discounts at various restaurants, cafes and bars throughout Edinburgh.



## Training

Access to training opportunities and information sessions.



## Uniform

Including t-shirts and a hoodie.



## References

List Pleasance as a referee for any CV or reference requests.



## Networking

Exclusive workshops and networking opportunities, as well as wellbeing and social events.



# ELIGIBILITY

## What we require from applicants

To join the volunteer programme, you should:

- Be available for the duration of the programme:
  - Technical department: **Thursday 30th July - Wednesday 2nd Sept**
  - Guest, Industry & Marketing departments: **Friday 31st July - Wednesday 2nd Sept**
- Have flexibility to work different shift patterns on different days, over a 6 day week.
- Be 18+ on your first day of volunteering.
- Have the right to work in the UK (or can apply for the right to work).
- Be able to arrange your own travel to/from Edinburgh on the dates noted above.

## What we look for in applicants

We're not necessarily looking for any previous experience in your chosen role, however you should be able to demonstrate:

- A personal reason for taking part - such as developing skills, meeting new people, growing in confidence or having new experiences.
- An ability to interact with others - teammates, artists or the general public.
- A willingness to work as both a team and individually.
- An ability to remain motivated, particularly in a fast paced environment.
- Any additional skills or experiences you feel may support you in the role.

Successful applications are usually the ones which clearly and concisely communicate these points, as well as those who show a passion for the arts.



## Part Festival Opportunities

Opportunities may also be available for volunteers unable to commit to the full programme. Part Festival volunteers still need to commit to two weeks although alternative working structures will be considered. Please note, some roles are not possible to offer part-time such as Digital Content Creator, Press and Venue Crew.

## International Volunteers

If you do not have the right to work in the UK, you may still be able to volunteer by securing a visa. You would be responsible for your own applications, including any fees. We recommend you fully research your visa options before applying to the programme, however typical options include:

### Standard Visitor Visa

This gives you the right to visit the UK as a Standard Visitor for tourism, business, study (courses up to 6 months) and other permitted activities including volunteering for a charity for up to 30 days. You can usually stay in the UK for up to 6 months. You might be able to apply to stay for longer in certain circumstances, for example to get medical treatment. This application does not require a certificate of sponsorship from the Pleasance but we can provide a letter of invitation.

### Charity Worker (Temporary Worker) Visa

This gives you the right to work for the Pleasance during the programme. This application requires a certificate of sponsorship from the Pleasance, which will be provided if you are offered a place on the volunteer programme. Please note a very limited number of certificates are available.

### Youth Mobility Scheme Visa

This gives you the right to work in the UK for up to 2 years, if you meet the eligibility criteria. This application does not require a certificate of sponsorship from the Pleasance and can be made independently of the programme.

### UK Ancestry Visa

This gives you the right to work in the UK for up to 5 years, if you meet the eligibility criteria. This application does not require a certificate of sponsorship from the Pleasance and can be made independently of the programme.

## Work Experience Opportunities

A dedicated work experience programme is available to under 18 year olds based in or around Edinburgh. Please email [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) for more information.

# PROGRAMME TIMELINE

## Arrival

**Thursday 30th + Friday 31st July**

- **Thursday 30th July:** Technical team arrive for 4pm, receive Pleasance pass and keys to accommodation if applicable with a training day on Friday 31st July
- **Friday 31st July:** Guest, Industry and Marketing teams arrive for 4pm, receive Pleasance pass and keys to accommodation if applicable.
- **Evening of Friday 31st July:** Welcome meeting followed by small social event

## The Get In

**Saturday 1st - Tuesday 4th August**

- During the Get-In, all team members make final preparations for the venue's opening.
- Technical rehearsals from Sunday 3rd August - Tuesday 4th August
- Guest, industry and marketing teams help set up public areas - such as distributing posters and creating marketing displays. They also undergo departmental training during this time.
- These days are crucial to the build and can be long, full on and physical, with a lot of information to take in, but are carefully planned, led and supported by management and supervisor teams.

## The Festival

**Wednesday 5th - Monday 31st August**

- All venues are open to the public daily during the festival period. Performances take place from around 10am to midnight. Approximately 200 performances take place each day.
- Volunteers work as part of a rota during the festival period, with one full day off rota every 7. Shift times differ daily and can be a mixture of daytime and evening shifts. Role specific shift patterns are discussed at the interview.
- Optional staff social events and workshops take place during the festival.

## The Get Out

**Tuesday 1st September**

- During the "Get-Out", the venues close to the general public and all team members help pack up temporary infrastructure. This is like the "Get-In", but in reverse.
- The Get-Out concludes and a Thank you dinner is on the evening of Tuesday 1st September.

## Departure

**Wednesday 2nd September**

Volunteers leave on Wednesday 2nd August. Accommodation check-out is by 11am.

# ROLE DESCRIPTIONS

Technical	Guest Services	Marketing	Industry Services
Venue Crew	Box Office Operator	Street Team	Arts Industry Officer
Venue Crew Lead	Front of House Assistant	Digital Content Creator	Press Officer

---

## Venue Crew

**Department:** Technical

**Team:** Technical

### About the team

The Technical team operates across 23 performance spaces ranging from 42 to 750 seats in size in two venues, the Courtyard and Dome. Each performance space has a dedicated crew of 3 – 8 crew members. A team of professional technicians is assigned to support the voluntary team in each performance space. Each team is responsible for providing first class support to their space's performing companies, ensuring that performances start on time throughout the day and maintaining Pleasance's reputation for outstanding levels of company care.

### Responsibilities include

- To welcome and support performing companies.
- To oversee the performance space, including powering equipment up and down at the beginning and end of the day (training provided).
- To maintain the daily schedule, including quick turn-around times between performances.
- To assist with admitting and seating audiences.
- To operate lighting or sound equipment during performances (training provided).
- To problem solve, troubleshoot and think on your feet.

### Things to know

- You will be dedicated to a single performance space or work across 2 spaces for the duration of the Programme.
- You will work in close proximity to the same artists and team members each day.
- You will regularly interact with the general public.
- You will work a daily changing rota in the Festival (after Get-In), with 1 full day off rota every 7.
- You will be supported by Technical Supervisors and/or Venue Managers.

### Ways the role may benefit you

- Technical skills including lighting and sound operation.
- Relationship management skills.
- Customer service skills.
- Insight into the working practices of a range of performing companies.





## Venue Crew Lead

**Department:** Technical

**Team:** Technical

Each of our smaller performance spaces has a Venue Crew Lead as part of its Venue Crew. After undertaking additional training, they become a designated point of contact in the performance space for performing companies and the Area Management team. They help maintain clear lines of communication with companies, filter information to and from their fellow volunteers and help organise the performance space so it runs effectively.

### Additional Training

- As a Venue Crew Lead you will join the Volunteer Programme early on Sunday 20th July for 3 days of additional training.
- This will give enhanced training in sound, lighting and venue management. It is designed to give you skills and confidence to take on this additional remit.
- Following this you will join your fellow volunteers for the rest of the Programme.

### Things to know

- You may be interested in this role if you are looking to gain further experience to support you in the future in larger performance spaces or more senior technical roles.
- A strong interest in the Fringe or live productions is essential but direct experience is not a requirement.
- You will have strong communication skills and ideally basic administration skills.
- You must be available for the extended dates noted above to undertake this role.

### Expressing an interest

- You should express an interest in a Venue Crew Lead role in your application for Venue Crew.
- There are a limited number of Venue Crew Lead vacancies available.
- Your application can be successful for the role of Venue Crew even if it is not for Venue Crew Lead.



## **Box Office Operator**

**Department:** Guest Services

**Team:** Box Office

### **About the team**

The Box Office team sells tickets to the general public for over 250 productions taking place at the Pleasance during the festival. This large team works from various sales points across two venues – the Pleasance Courtyard and Dome. This includes indoor counters, outdoor counters, over the phone and roving on-the-spot sales – using a ticketing system at each. Box Office Operators work in groups of 2 to 6 volunteers. The team maintains Pleasance’s reputation for excellent customer service, answering general questions and providing recommendations to shows.

### **Responsibilities Include**

- To be friendly and welcoming to audiences.
- To sell tickets using a ticketing system.
- To answer customer questions.
- To provide show recommendations.

### **Things to know**

- You will continually interact with the general public in a busy environment.
- You require attention to detail to effectively use the ticketing system.
- You will occasionally manage challenging situations, such as refund requests.
- You will work at a different sales point and with different team members on each shift.
- You will work a daily changing rota in the Festival (after Get-In), with 1 full day off rota every 7.
- You will be supported by Supervisors and/or Managers.

### **Ways the role may benefit you**

- Customer service skills.
- Building confidence by interacting with people of all backgrounds and ages.
- Learning about shows and what audiences are interested in.
- Diplomacy skills.
- Building friendships and close working relationships.



## **Front of House Assistant**

**Department:** Guest Services

**Team:** Front of House

### **About the team**

The Front of House team welcomes audiences to over 200 performances every day. This large team manages queues, checks tickets and helps seat the audience. They provide support to performance spaces ranging from 42 to 750 seats in size, with effective queue management, helping performances start on time. Front of House Assistants generally work in groups of 2 to 6 volunteers, but occasionally individually. The team maintains Pleasance's reputation for excellent customer service, answering general questions from audiences and giving information.

### **Responsibilities Include**

- To be friendly and welcoming to audiences.
- To manage queues by making audiences wait in a set location before the performance.
- To check mobile and printed tickets using a digital ticket system.
- To assist audiences whilst entering, exiting and throughout the performance.

### **Things to know**

- You will continually interact with the general public in large crowds within a busy environment.
- You will occasionally manage challenging situations, such as late arrivals or sold-out shows.
- You will work at different performance spaces and with different team members on each shift.
- You will be constantly moving and working outdoors during most shifts.
- You will work a daily changing rota in the Festival (after get-In), with 1 full day off rota every 7.
- You will be supported by Front of House Supervisors and/or Manager.

### **Ways the role may benefit you**

- Customer service skills.
- Building confidence by interacting with people of all backgrounds and ages.
- Learning about shows and what audiences are interested in.
- Diplomacy skills.
- Building friendships and close working relationships.





## **Arts Industry Officer**

**Department:** Industry Services

**Team:** Arts Industry

### **About the team**

The Arts Industry team provides ticketing services to industry professionals working at the festival and work closely with all performing companies at the Pleasance. This small team processes complimentary ticket requests from individuals such as producers or tour bookers and sets up deals / discounts on behalf of performing companies. They also undertake a number of administrative and general reception duties. They are the first point of contact for performing companies and build trusted relationships with them by providing excellent customer service.

### **Responsibilities Include**

- To be friendly and welcoming to industry professionals and performing company members in a professional context.
- To issue complimentary tickets manage holds (seats held back for performing companies), and liaise with third party providers to set up ticket offers using a digital ticketing system.
- To answer and redirect questions on email, phone and in-person.
- To undertake reception duties, such as managing incoming post and lost property.
- To manage the administration, printing and distribution of ID passes throughout the festival

### **Things to know**

- You will interact with busy industry professionals, internal stakeholders and the press office in a fast-paced working environment.
- You will be office based, people focussed and administrative - using ticketing software and spreadsheets daily and to a high level of detail.
- You will manage challenging situations, such as meeting tight deadlines and interpreting reports for companies.
- You will work in close proximity to the same members of a small team each day .
- You will work a daily changing rota in the Festival (after Get-In), with 1 full day off rota every 7.
- You will be supported by the Supervisors and/or Managers.

### **Ways the role may benefit you**

- Insight into the professional world of the arts.
- Learn about producing through interactions with performing company members
- Introduction to event management and digital box office softwares.
- Customer service, administration and time management skills.
- Relationship management skills and diplomacy.



## Press Officer

**Department:** Industry Services

**Team:** Press Office

### About the team

The Press Office team provides ticketing services to journalists covering the festival and connects them with performing companies' press representatives to get the best possible press coverage. This small team are office-based at the Pleasance Dome and work across 3 main areas: ticketing, cuttings or broadcast. Each team member is responsible for one of these for the festival, but gains experience in all three. They are the first point of contact for media enquiries and build trusted relationships with both journalists and press representatives by providing excellent customer service.

### Responsibilities Include

- To be friendly and welcoming to journalists, performing companies and press representatives.
- To undertake one of three main duties, but support all:
  - **Ticketing:** To issue complimentary press tickets using a digital ticketing system.
  - **Cuttings:** To archive press coverage and post this on displays throughout the sites.
  - **Broadcast:** To schedule film, photography and audio recording requests.
- To answer and redirect questions on email, phone and in-person.

### Things to know

- You will interact with busy professional journalists in a fast-paced working environment.
- You will be office based and administrative - using ticketing software and spreadsheets.
- You will occasionally manage challenging situations, such as meeting tight deadlines.
- You will work in close proximity to the same members of a small team each day.
- You will work office hours during the Festival (after Get-In), with 1 full day off rota every 7.
- You will be supported by the Press Office Supervisors and/or Manager.

### Ways the role may benefit you

- Insight into the professional world of the arts and journalism.
- Learn about arts PR from the professional PR agency that manages the Press Office.
- Learning about shows and what journalists are interested in.
- Relationship management skills and diplomacy.
- Administration skills.



## **Street Team**

**Department:** Marketing

**Team:** Street Team

### **About the team**

The Street Team promotes shows at the Pleasance by capturing the interest of potential audiences – crucially through hand-to-hand flyering and engaging conversation. This small team supports the 10 to 15 productions that the Pleasance are directly producing – seeing these shows and meeting their creative teams to better understand how best to speak about them. Team members will often work individually before regrouping as a team, taking on more group work later in the festival. Their friendly enthusiasm helps maintain the Pleasance’s reputation as the Fringe’s most exciting and welcoming venue.

### **Responsibilities Include**

- To speak to audiences one-to-one about shows whilst handing out flyers.
- To create and maintain promotional displays throughout the sites.
- To distribute posters and flyers to cafés, bars and other outlets throughout Edinburgh.
- To find creative ways to capture potential audience’s interest.

### **Things to know**

- You will continually interact with the general public, one-to-one, within a busy environment.
- You will speak confidently and enthusiastically about theatre, comedy and children’s shows.
- You will occasionally manage challenging situations, such as disinterested audiences.
- You will be constantly moving and working outdoors at most times.
- You will work in close proximity to the same members of a small team each day.
- You will work a daily changing rota in the Festival (after Get-In), with 1 full day off rota every 7.
- You will be supported by the Street Team Supervisors.

### **Ways the role may benefit you**

- Insight into arts marketing.
- Building confidence by interacting with people of all backgrounds and ages.
- Learning about shows and what audiences are interested in.
- Engaging with artists and performing company members.
- Building friendships and close working relationships.





## **Digital Content Creator**

**Department:** Marketing

**Team:** Digital Content

### **About the team**

The Digital Content team helps reach and engage new audiences for the Pleasance's programme of shows by creating videos and photography for our social media channels, including Facebook, Twitter, Instagram and TikTok. They spend their time finding creative ways to promote individual shows - working directly with companies as well as documenting the day-to-day of the festival. This 2 person team includes a filmmaker and photographer, who work both together and individually.

### **Responsibilities Include**

- To capture and edit photography and video content.
- To communicate with and pitch ideas to performing companies.
- To attend and cover pre-scheduled events such as Press Launches and Galas.
- To schedule and post content on social media.

### **Things to know**

- You will interact directly with performing company members.
- You will work to deadlines and make content that is ready to post quickly.
- You will ideally have your own equipment (smartphone or higher).
- You will work closely with the co-creator each day.
- You will work a flexible daily schedule in the Festival (after Get-In), with 1 full day off every 7.
- You will be supported by the Social Media Assistant and Graphic Designer.

### **Ways the role may benefit you**

- Insight into arts marketing.
- Creating content for use in a personal portfolio.
- Learning about shows and what online audiences engage with.
- Engaging with artists and performing company members.
- Building friendships and close working relationships.



# APPLICATION GUIDE

## Application Timeline

The application timeline for the 2026 Volunteer Programme is as follows:

- **February 2026:** Applications open.
- **March 2026 onward:** On an ongoing basis, applications are reviewed, shortlisted and candidates invited to interview. Applications are typically reviewed within 4 weeks of applying.
- **March - May 2026:** First round online interviews take place and candidates notified of the outcome.
- **May 2026:** Part Festival applications are considered depending on outcome of first recruitment block.
- **May - July 2026:** Second round of online interviews take place and candidates notified of the outcome, until all vacancies are filled.

Unfortunately, as we're a small team we'll only be in touch if we're able to offer you an interview. We'll do our best to let shortlisted candidates know the outcome 1 to 4 weeks following the interview.

## Deadline

There is no fixed deadline for applications!

Interviews continue until all vacancies are filled but we do encourage everyone to apply as early as possible to increase the chance of being shortlisted. We may still need vacancies filled right up to and during the Festival.

Current vacancies are listed at  
[pleasance.co.uk/festival-volunteer-programme](https://pleasance.co.uk/festival-volunteer-programme)

## Making an Application

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

### Online, in Writing:

Complete the Pleasance Volunteer Application Form, available here:

<https://www.pleasance.co.uk/festival-opportunities>

### Audio

An audio version of the application form is available to download using the link above.

An audio application can be made by emailing an .MP3 audio file of you answering the questions in the application form. 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 "2026 Volunteer Programme Application - [Your Name]". If the file is large please use a file sharing site such as [wetransfer.com](https://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. 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 "2026 Volunteer Programme Application - [Your Name]". If the file is large please use a file sharing site such as [wetransfer.com](https://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.

You can also submit a CV with your application in DOC or PDF format if you wish, which can give further context to the information you give in your application. This is optional and applications without a CV will be considered equally.



## The Interview

All interviews take place online. If you need any adjustments for your interview please let us know and we can discuss this with you ahead of time.

### Online

- Interviews take place on Zoom and candidates are required to have a Zoom account, which can be created for free at: [zoom.us](https://zoom.us)
- You will be assigned a 20 minute one-to-one interview slot.
- During the interview you will be asked a series of set questions.
- If you prefer you may keep your camera off during the interview.
- Please test your sound, microphone, and camera prior to the interview.
- In the event of technical difficulties, your interview will continue by phone.
- There is no dress code.
- Further info, including the set questions and a video presentation, will be sent by email in advance.

### If your application is successful

- You will receive an offer by email, confirming the role, dates, subsistence and other relevant information.
- You will be invited to discuss our access menu and any access requirements you have so we can agree together what adjustments can be made.
- You are welcome to ask any further questions prior to accepting the offer.
- After you accept your offer, you will be sent any relevant pre-arrival information and you should make travel arrangements 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 but please note that at times of high traffic this may be more.



# THE PROGRAMME IN VOLUNTEERS' OWN WORDS

"I've never learned so much and met so many wonderful people in only one month."

Iain, Venue Crew

"A chaotic marathon with the best people in the best place.."

Erin, Box Office

"Absolutely discombobulating joy!"

Gemma, Venue Crew

"A great way of gaining experience in the theatre industry, network industry connections, and see a wide variety of shows!"

John, Front of House

"No single line could ever express how wonderful it was."

Olivia, Arts Industry

"So so full on - in the best possible way!"

Laura, Arts Industry

"I had the best summer, with the best people and saw some of the most creative performances"

Jessica, Street Team

"The experience opened infinite doors for my future."

Emi, Venue Crew

# ALUMNI

“Volunteers from the Pleasance have gone on to work in major theatrical institutions throughout the UK and across the globe.

These include **The National Theatre, The Arts Council, The RSC, Cheek by Jowl, Complicité, Punchdrunk, Kneehigh, Fuel, The Adelaide Fringe, The Melbourne Festival, The Brooklyn Academy of Music, The Oxford Playhouse, The Royal Opera House, The English National Opera, Battersea Arts Centre, The Almeida, Southwark Playhouse, The Royal Albert Hall, The Bridge Theatre, New Diorama Theatre, Festival Republic, The Gate Theatre, Ballet Rambert, The Lyceum, The Playhouse, Chichester Festival Theatre, The Edinburgh Festival Theatre, Soho Theatre, Gecko Theatre Company, The Royal Court, Really Useful Theatres, The Sydney Opera House, Stomp, The Vault Festival, Marvel Films, The BBC and Netflix.**

They have gone on to set up technical firms, scenery workshops and audio companies, work in ticketing, marketing, PR and journalism. They produce, direct, act, write and make films. Some have chosen other valuable routes, becoming solicitors, doctors, engineers and teachers. These volunteers represent a who's who of our entire industry and beyond.

... One of those volunteers even became Director of the Pleasance!”

Anthony Alderson

Director

Pleasance Theatre Trust

