

Pleasance Theatre Trust - Role Pack

Access Coordinator (Fringe) Festival 2026

Contents

About Pleasance Theatre Trust	1
What we look for in applicants	2
Contract terms and eligibility	2
Role description	3
Applications guide, timeline and process	4
Application timeline	4
Deadline	4
Making an application	4
Application process	5
How we assess your application	5
If your application is successful	5
Help	6
Equal Opportunities	6

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 283 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	Access Coordinator
Contract type	Fixed Term
Period of engagement	30/07/26 - 01/09/26 30 working days inclusive <i>Travelling 29/07/26 & 02/09/26, if required</i> 1 day post production dates to be set with the Access Team in September
Key dates	Festival Build / Get-In: 27/07/2026 - 04/08/2026 Festival: 05/08/2026 - 31/08/2026 Festival Strike / Get-Out: 01/09/2026
Fee	£3,100 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	All dates are subject to receiving an invoice at least one week in advance of dates given: 50% Total Fee in mid August, exact date TBC 50% Total Fee 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 £14.15 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	Access Coordinator
Department	Access
Line manager	Ticketing and Box Office Manager (Operational) Head of Theatre: Edinburgh (Artist and Programme)
Key relationships	Ticketing and Box Office Manager, Deputy Ticketing and Box Office Manager, Head of Welfare, Head of Theatre Edinburgh, Head of Operations, Operations Coordinator, Head of Technical

Summary

Reporting to the Access Steering Team, the Access Coordinator plays a key role in supporting audience and participants' access throughout the festival season. Pre-festival, they collaborate with the Access Team to plan and familiarise themselves with the Artistic Programme and Accessible performances, Front of House procedures and access related venue information. During the festival, they are the designated access champion on site, providing clear access support from the info desk, supporting accessible performances, and directly assisting patrons.

Post-festival, they evaluate the programme, collect feedback, and support the Access team to compile reports on outcomes. This role requires strong communication, problem-solving, and crisis management skills to ensure a safe and supportive environment for all.

Key Responsibilities

During Fringe (July - August)

- Direct participants to relevant support services and resources
- Attending queues for access performance to support FOH (where necessary)
- Briefing teams in advance on upcoming access performance
- Liaise with Arts Industry about Community Ticket allocation

- Review shows to ensure content warnings and accessibility information is accurate and correct across all listings
- Coordinate frontline reception points for access patrons
- Managing access equipment diary and coordinate with the technical team about access provisions such as hearing loops and BSL on demand
- Answering access enquiries via email, phone and in person
- Liaise with box office and front of house teams to provide info and support
- Provide support in emergency or evacuation situations in a calm and professional manner, and actively provide information to any emergency service when requested
- Support Senior Management Team where possible to support staff with access requirements
- Collating feedback on accessible performance, customer experience and participant experience

Post Fringe (September)

- Debrief with the access team to review and evaluate the programme and the quality of support offered including feedback collection. facts, figures and trends so the wider team can feed it into a report

This is a new role incoming this year and as such this list is indicative but not exhaustive and could change across the engagement of the festival and in response to the candidate's experience.

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.
- Ability to work collaboratively across multiple departments
- Maintain high standards and excellent customer service.

Personal specifications

Essential skills/experience

- Experience of working within a festival or arts environment
- Working knowledge of delivering accessible performances
- A compassionate and kind demeanour
- Accessibility training and experience
- Strong organisational skills and attention to detail

Desirable skills/experience

- HR qualifications
- Experience of working with ticketing systems such as Red61, Tessitura
- Mental Health First Aid Training

- BSL trained
-

Applications guide, timeline and process - update

Application timeline

The application timeline for this role is as follows:

- April 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: 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 "2026 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 "2026 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.
