

Start Date: Either 22nd July or 31st July
End Date: 28th August
Pay: £400 per week
Hours: 42 hours per week



Box Office (fixed term)

At Greenside we're known for our exceptional customer service so whilst previous experience of working in a similar role is desirable we're really looking for outgoing people who love Edfringe and love working with the public. Previous experience is not essential, but you must be a good communicator, extremely friendly and be able to stay calm in sometimes busy and difficult situations. You will be working on our box office system, Red61 VIA, and experience using this would be desirable but not essential. You'll manage ticket allocations, promotions and must be experienced in databases, spreadsheets and interpreting data.

Duties:

- Working on VIA ticketing system to process tickets.
- Training all Box Office and Venue Workers (including Press) on how to use the Red61 VIA system with clear instructions, and provide support and refreshers sessions throughout the Fringe.
- Assisting Box Office workers including managing any escalated issues while using your own initiative.
- Work with Venue Managers on general tasks including managing sold out boards, comps, offers in the system and artist requests.
- Updating, creating and managing internal spreadsheets.
- Managing ticket promotions and offers.
- Dealing with all Greenside shows as first point of call for any questions relating to Box Office.
- Managing ticket stock levels across venues.
- Assist with equipment setup and or redesign within Box Offices when necessary e.g. ticket printers, PEDs, counter position relocation.
- Troubleshoot Box Office equipment problems/errors.
- Assist with the setup and networking of all external Box Offices in preparation for the Edinburgh Festival Fringe, including but not limited to, router and network device configuration, box office equipment installation and configuration of communications.
- Troubleshoot IT equipment issues at Box Office sites.
- Maintain IT and ticketing equipment relevant to events.

Experience

- Proven experience in a demanding customer facing role.
- Excellent communication skills, both oral and written.
- A polite, professional and confident manner when dealing with the public.
- Proven ability to work in a fast paced, very busy environment.
- Proven ability to work calmly and efficiently in high pressure situations.

- Proficient computer skills including a good working knowledge of MS Office packages especially excel.
- The ability to work in a team as well as using your own initiative.
- Proven experience of offering support and advice to colleagues.
- Good judgement and troubleshooting skills.
- Flexibility with working hours

Desired Skills

- Experience of working in a festival environment.
- Knowledge of general Box Office procedures and practices.
- Experience of working with a computerised ticketing system.
- Experience with people with additional needs.
- Networking experience
- Troubleshooting IT equipment issues.

Please note you will be required to bring a laptop (yours or borrowed) to use whilst working at Greenside Venues. We will upload the Red61 VIA System onto your laptop. As the job requires moving between the venues being able to hot desk and set up in various venues is essential to the role.

Rate of pay and benefits

The rate of pay for this post is £400 per week this fee is irrespective of age and represents above Living wage. Working hours will be 42 hours per week. Shift times will vary as our venues operate between 09:30 and 00:30. You will work 6 days a week with a variable day off.. As standard we will pay you 50% half way through your fixed term with us and the final 50% at the end of your post. Holiday accrued during your post will be paid in your final pay.

Accommodation

We know that **accommodation** can be a barrier to the fringe. We know that it is super expensive and hard to source. We at Greenside don't want to miss out on the opportunity of having you work for us based on if you can afford the up front cost of accommodation before getting up here! Please speak to us further if this sounds like you.