



Start Date: Either 22nd July or 31st July
End Date: 28th August
Pay: £350 per week. £400 per week for senior roles.
Hours: 42 hours per week

Venue Worker (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. You will be responsible for getting our audiences in and out of our venue safely and on time at the start and end of each show. Helping us ensure we keep a perfectly running green ship. Our multi skilled roles will also require you to work in our onsite Box Office. At Greenside you'll encounter thousands of people coming through our doors and you'll be the face of our organisation so we need strong communicators who have the confidence to work independently but equally as comfortable working part of our welcoming and inclusive Greenside team.

Duties:

- Work within a team of Venue Workers to build, maintain and takedown all Greenside Venues Front of House, Box Office and Bars (for those starting 22nd July.)
- To receive training on the Red61 VIA ticketing system to process tickets whilst on a Box Office shift.
- To ensure the venues are open and closed in time with the Greenside Programme, completing the daily set-up and take down list with other Venue Workers.
- When space supervisor, liaise with Greenside Companies with any Front of House enquiries, providing a high level of customer service to ensure the smooth running of each space in the various venues.
- Assist with Ad Hoc jobs, including cleaning, fixing or improving the venue during shift.
- To ensure all performance spaces, front of house, dressing rooms, toilets, bar, box office and outside areas are kept clean and tidy.
- To be the first point of contact for Greenside audience members with any Front of House enquiries, providing a high level of customer service.
- To maintain and check health and safety measures at all times during the open hours of the venues.
- To receive training on how to deal with people with additional needs to ensure all are treated with a warm welcome and respect.

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.
- 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 with people with additional needs.

Rate of pay and benefits

The rate of pay for this post is £350 per week with senior roles paid at £400 per week this fee is irrespective of age and represents above Living wage in both instances.. 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. We have a limited amount of positions starting on Monday 22nd July and the majority of our positions starting on Wednesday 31st July. Please let us know if you have a preference.

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.