



Start Date: Either 27th July or 4th August.
End Date: 1st September
Pay: £8.72 per hour irrespective of age.
Hours: Variable depending on start date. Full details below. **Overtime potentially available.**

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 27th 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.
- Return our venues to the condition we found them in by dismantling all Greenside paraphernalia at the end of the Festival.

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 £8.72 per hour. This rate of pay is irrespective of age and represents Living wage. Due to the dynamic nature of the Festival working hours each week will vary as follows;

27.07.20 - 02.08.20 - Six hours per day for five days. (x1 15 min break daily) Total hours = 30. Days off 1st and 2nd August. (LIMITED ROLES STARTING on 27.07.20)

03.08.20 - 09.08.20 - 8 hours per day for four days (1hr unpaid break daily) Total hours = 28. Days off Monday 3rd, Wednesday 5th and Thursday 6th.

10.08.20 - 16.08.20 - up to 8 hours per day for six days (1hr unpaid break daily. Max Total Hours = 42. Minimum hours. Guaranteed hours would be 35 hours per week. Day off Sunday 16th.

17.08.20 - 23.08.20 - up to 8 hours per day for six days (1hr unpaid break daily. Max Total Hours = 42. Minimum hours. Guaranteed hours would be 35 hours per week. Day off Sunday 24th

24.08.20 - 30.08.20 - 8 hours per day for seven days. (1hr unpaid break daily)
Total Max Hours = 49 . Minimum hours guaranteed would be 42 hours per week

31.08.20 - 01.09.20 - 8 hours for one day (1hr unpaid break) Total 7 Hours. Day off
01.09.20

Shift times will vary as our venues operate between 09:30 and 00:30. 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 27th July and the majority of our positions starting on Tuesday 4th August. Your first shift is likely to start at gam on 27.07.20 or 04.08.20 so please ensure you are in Edinburgh in plenty of time for your first shift. Please let us know if you have a preference. Please note overtime may be available.

Accomodation

We know that **accommodation** can be a barrier to the fringe. We know that it is super expensive and hard to source. At Greenside we 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.