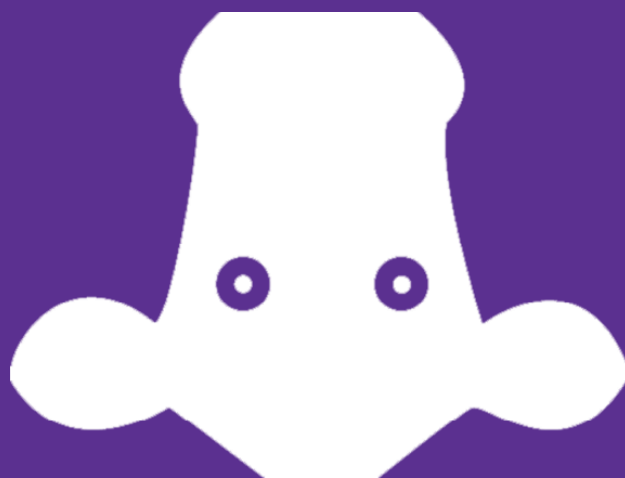


JOIN THE HERD



FRONT OF HOUSE STAFF EDINBURGH FESTIVAL FRINGE

Rate of Pay: £12.00/hr (+ holiday pay)

Dates of Work: 28 July - 27 August 2024

Reports To: Front Of House Manager

Location: Edinburgh

Contract Type: Fixed Term

Closing Date: Recruitment ongoing



ABOUT UNDERBELLY

Underbelly is a UK-based live entertainment company. Our events and festivals division operates one of the largest operations at the Edinburgh Festival Fringe. With over 160 shows, 2023 saw over 280,000 tickets sold across its 21 venues and 4 sites – Bristo Square, George Square, Cowgate and Circus Hub.

ROLE

- Welcome visitors in a polite and enthusiastic manner, always paying attention to their needs.
- Check tickets on entry to venues, ensuring they are for the correct show and the correct date.
- Direct audience members to seats.
- Provide accurate information and directions to audiences and visiting companies.
- Respond quickly and positively to questions, requests, problems or complaints.
- Maintain general appearance and tidiness of public areas.
- Collect and hand in any lost property.
- Assist visitors with access requirements.
- Inform Front of House Supervisor of all serious incidents.

PERSON SPECIFICATION

- Confident, enthusiastic, professional and self-motivated.
- Good, clear verbal and written communication skills.
- Ability to work calmly and efficiently under pressure.
- Ability to recognise potential health and safety issues before they arise.
- Demonstrable knowledge of customer service principles.
- Accuracy and attention to detail.
- Excellent timekeeping skills.
- Positive and flexible approach.
- Ability to work effectively in a team whilst also being able to work independently.

STAFF BENEFITS

- Free entry to shows at Underbelly venues
- 25% discount at Underbelly bars
- Staff social events





EQUAL OPPORTUNITIES

Underbelly is committed to reducing its environmental impacts in its everyday operations. We are also committed to maintaining the open-access policy of Underbelly. We are an equal opportunity employer and welcome applications from all sectors of the community.

It is the policy of Underbelly to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, sex, sexual orientation, race, religion or belief, gender reassignment, marriage or civil partnership, pregnancy or maternity, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

We expect employees to support these commitments and to assist in their realisation.

SCHEDULE

The period of this contract is from 28th July - 27th August 2024.

We are looking for staff who would like to work part-time and full-time. We have a range of minimum hour contracts between 20 and 48hrs over a 6 day week.

HOW TO APPLY

Apply here: <https://underbelly.teamdetails.com/opportunity/302>

If you would like to discuss anything before applying please call 020 7307 8480 or email jobs@underbelly.co.uk