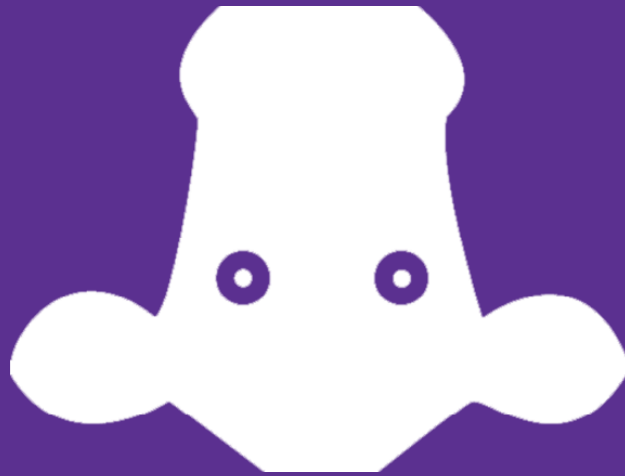


# JOIN THE HERD



## RECEPTION SUPERVISOR EDINBURGH FESTIVAL FRINGE

**Rate of Pay:** £13.80/hr (+ holiday pay)

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**Dates of Work:** 26 July - 28 August 2024

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**Reports To:** Operations Coordinator

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**Location:** Edinburgh

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**Contract Type:** Fixed Term

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**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

- Training of all reception staff, in line with Underbelly procedures.
- Creation of weekly rotas.
- Responding quickly and positively to questions, requests, problems or complaints.
- Providing cover for reception staff breaks.
- Attending daily updates with Operations Coordinator.

## 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.
- Experience of working in a festival or similar arts environment.
- Experience in managing and motivating a small team.
- Excellent customer service and communication skills.
- Keen interest in the arts.

## 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 26th July - 28th 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/301>

If you would like to discuss anything before applying please call 020 7307 8480 or email [jobs@underbelly.co.uk](mailto:jobs@underbelly.co.uk)