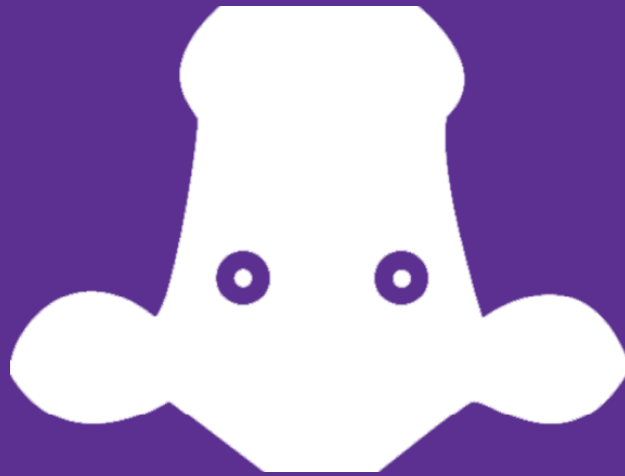


JOIN THE HERD



BOX OFFICE STAFF EDINBURGH FESTIVAL FRINGE

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

Dates of Work: 28 July - 27 August 2024

Reports To: Box Office Manager & Supervisor

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

- Perform transactions for all events on the ticketing system with efficiency and accuracy.
- Providing excellent customer service in person and over the phone
- Maintaining our customer records and updating customer details where necessary
- Know and understand the operations of the Underbelly ticketing system. Familiarise yourself with each event (ticket prices, discounts, restrictions, reserved or general admission seating, etc.)
- Ticket collection for sales via third party agencies
- Direct audience members to venues.
- 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 the box office and its surroundings.
- Maintain line up and sold-out boards

PERSON SPECIFICATION

- Confident, enthusiastic, professional, and self-motivated.
- Good, clear verbal communication skills.
- Ability to work calmly and efficiently under pressure.
- Demonstratable knowledge of customer service principles.
- Accuracy and attention to detail.
- Excellent timekeeping skills.
- Ability to multitask in a fastpaced environment
- Ability to work independently (satellite box office work) and as a productive member of a team
- Positive and flexible approach.
- Capable of working a flexible schedule and extended hours, including but not limited to working early

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/307>

If you would like to discuss anything before applying please call [020 7307 8480](tel:02073078480) or email jobs@underbelly.co.uk