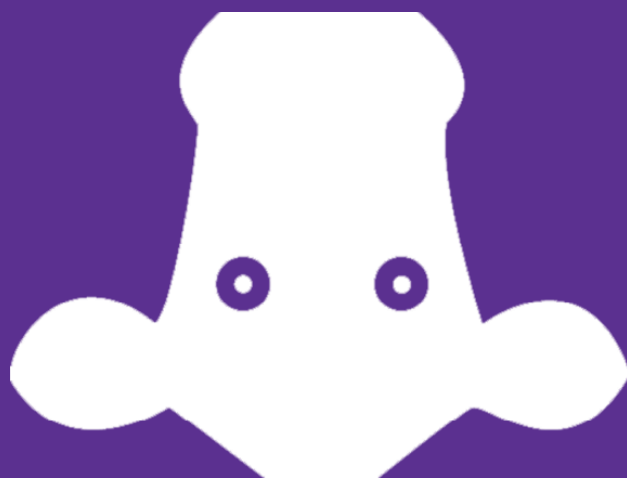


# JOIN THE HERD



## BOX OFFICE 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:** Box Office Manager

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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

- Managing the Box Office Assistants, including break management, training colleagues on Box Office software, systems, and operational processes.
- Assisting with Installation and first line troubleshooting of all box office equipment, including PCs, ticket printers, card machines, phones, and networking.
- Liaising with a wide variety of producers and promoters as well as Ticket Agencies to ensure all sales requirements are carried out efficiently and provide accurate sales report information on request on a regular basis
- Responding to customer complaints either face to face, on the telephone, online, or in writing, authorising refunds, ticket exchanges and the issuing of complimentary tickets where appropriate
- Working collaboratively with colleagues from across all departments, in particular the Front of House and Production team, to deliver a seamless and positive service experience for all customers
- Amending event setup using the ticketing/CRM system as and when required, including but not limited to adding ticket offers, updating event information, updating venue and access information.
- Providing an excellent experience for customers in respect of ticket sales, accessibility, memberships, and other services offered by the Ticketing team.
- Creating work to a high standard of accuracy.
- Maintaining and approve time sheets to assist Box Office Managers with submitting Payroll.
- Maintaining line up and sold-out board Information
- Managing the administration of cancelled shows or other interruptions to Underbelly's ticketed activities
- Ensuring all box office staff are briefed on their regulatory responsibilities, particularly regarding sensitive customer data.
- Ensuring all box office staff are aware of (and adhere to) any relevant Health and Safety regulations or policies.
- Where Box Office Managers are unavailable or unable to solve a technical problem, provide technical support for all open box offices, escalating to IT or ticketing providers as necessary.

## PERSON SPECIFICATION

- Confident, enthusiastic, professional and self-motivated.
- Good, clear verbal 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 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/306>

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