



## **Box Office Manager (Edinburgh Festival Fringe Society)**

**Closing date:** 6pm on 18/06/2019

**Interviews:** Week commencing 24/06/2019

**Start date:** Negotiable

**Salary:** £30,000 - 35,000 depending on experience

**Hours:** Full time. Normal working hours are 09:45 to 18:15, Monday to Friday. Working hours will vary during peak periods, and will most likely require some evening and weekend work.

### **Overview**

Red61, in partnership with The Edinburgh Festival Fringe Society, wish to appoint a suitable candidate to the role of Fringe Box Office Manager. Employed by Red61, the successful candidate will be responsible for the operation of the Fringe Box Office, both for the Edinburgh Festival Fringe and the other festivals and events that are ticketed through the Society's year round agency business. The Box Office Manager will report to the Head of Customer Care at Red61.

Red61 and the Fringe Society are committed to maintaining an open-access policy. We are equal opportunity employers and welcome applications from all sectors of the community.

### **Red61**

Red61 is a ticketing software company who deliver services to festivals, venues and events both in the UK and internationally. We provide a market leading ticketing platform designed to improve access and maximise ticket sales. As well as being a software supplier, Red61 also offer Box Office management and ticketing consultancy services.

Red61 has been contracted to manage all aspects of the Edinburgh Festival Fringe Society's Box Office operation and IT infrastructure since 2009. Red61 employs the Box Office team and manages the Box Office on behalf of the Society as if it were an internal department. It is therefore important that the standards of service are of the highest level, so as to reflect the image and aspirations of the Society.

### **Edinburgh Festival Fringe Society**

The idea at the heart of the Edinburgh Festival Fringe is simple: anyone with a desire to perform and a venue willing to host them is welcome. No individual or committee determines who can or cannot perform at the Fringe.

It all began in 1947 with eight companies – six of them from Scotland – taking a risk, turning up uninvited and performing on the ‘fringe’ of the inaugural Edinburgh International Festival. Over 70 years later, the Fringe has grown to become the greatest platform for creative freedom in the world, second only to the Olympics in terms of global ticketed events. In 2018, 3,548 shows took place in 317 venues across Edinburgh.

The Edinburgh Festival Fringe Society is the charity that was established by artists to act as the custodian of the Fringe. We exist to support, advise and encourage everyone who wants to participate in the Fringe, provide information and assistance to audiences, and promote the Fringe and what it stands for all over the world.

The Fringe Box Office is the only place you can get tickets to all shows at the Fringe. It provides the link between artists and their audiences, media and arts industry and is a critical business function of the Fringe Society.

### **Role and responsibilities:**

- Ensure smooth and efficient Box Office operation through the implementation of effective and insightful policies and procedures.
- Manage the Box Office staffing budget and structure.
- Oversee the recruitment and training of the Box Office team (The size of the team varies significantly throughout the year and increases from 4 team members during quiet periods to approximately 85 in August).
- Complete the weekly Payroll Instruction Sheet to advise the Finance Department of the wages due to Box Office staff members.
- Work in conjunction with the Society’s Business Systems Manager and Website and Digital Development Manager to determine and deliver EFFS’s digital strategy.
- Liaise with Red61 and EFFS regarding development requests and upgrades to the Red61 ticketing system.
- Manage the relationship between EFFS/Red61 and all agency clients.
- Financial planning for agency clients including income forecasting to inform fee structures, determining staffing and equipment rental costs and post-event reconciliation.
- Ensure the Fringe and agency client payout processes are effective and delivered as scheduled.
- Compile proposal and tender documentation for potential agency clients.
- Write and issue contracts for agency clients.
- Manage the rate cards for the agency business to determine the standard IT equipment rental and onsite staffing costs that are charged to clients.
- Liaise with the Operations Department to manage, maintain and replenish agency IT inventory.
- Resource planning for upcoming events
- Ensure the Fringe Box Office is following predefined guidelines relating to PCI:DSS.
- Ensure the Fringe Box Office is following predefined guidelines relating to GDPR.
- Oversee strategy planning for the Customer Services and Access Booking departments
- Attend EFFS management, planning and strategy meetings.
- Liaise with the Marketing and Development Department regarding Box Office branding e.g. signage, uniforms, ticket stock, ticket wallet design etc.

- Work with the Marketing and Development Department to identify strategic ways to increase Box Office income.
- Analyse post event data and reporting and use findings to inform operational practices moving forward.
- Ensure that morale amongst the Box Office team is high by creating a positive, enjoyable and supportive atmosphere in which to work.

#### **Required Skills:**

- Experience in managing a large team of people, delegating effectively while maintaining clear oversight of activities.
- Ability to understand the complex, interdependent relationships between the digital systems e.g. Website, App, ticketing system etc.
- Ability to work calmly and efficiently in high pressure situations and to troubleshoot and make informed decisions quickly and effectively.
- Ability to forge positive relationships both internally and with new and existing clients.
- A proactive approach to carrying out tasks with a focus on encouraging productivity to achieve success.
- A drive to utilise one's own knowledge and initiative but with an appreciation of the benefits that can be gained from consultation with colleagues.
- A willingness to inspire and drive innovation.
- Excellent verbal and written communication skills.
- Good attention to detail with exceptionally high standards of acceptable delivery.
- Ability to successfully prioritise a varied and demanding workload.
- An understanding of the ticketing/events industry.
- Approachable and supportive personality with the ability to foster a positive environment in the workplace with a focus on empowering and motivating the Box Office Team.

#### **Desired Skills:**

- Experience of working in a senior Box Office role
- Experience using Red61's ticketing software
- Experience working in the Edinburgh Festival Fringe environment
- Experience in analysing sales data for strategic purposes

#### **To apply**

Please apply through [Red61's online recruitment portal](#)

#### **Privacy Policy for Job Applicants**

[Click here](#)

If you have any further questions or require assistance in completing the application form, please email [jobs@red61.com](mailto:jobs@red61.com) .

Please note that due to the volume of applications we receive, we will only be able to contact those candidates that we wish to interview.