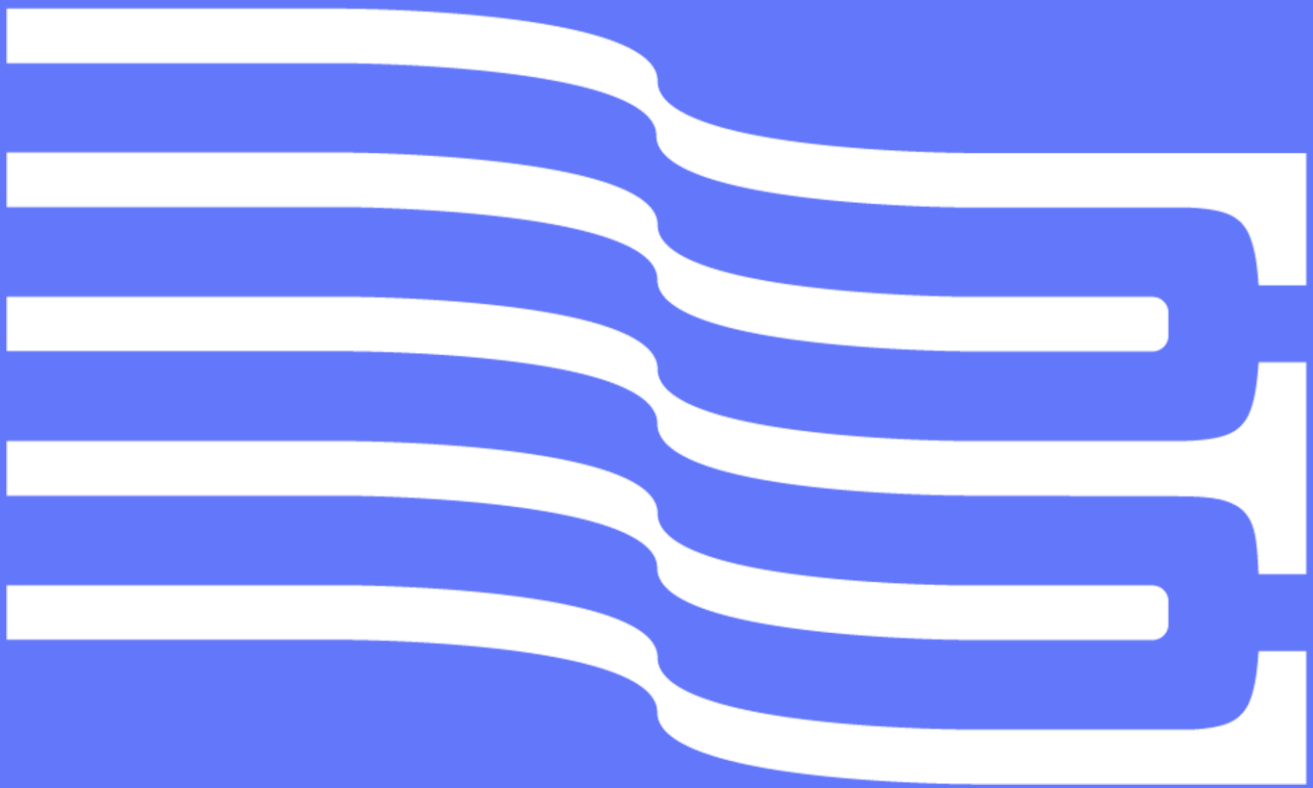




Edinburgh
International
Book Festival



Box Office Assistant -
August

Box Office Assistant (August) – Fixed Term Contract: Job Description

Contract

Fixed-term contract from Wednesday 7 August — Sunday 25 August 2024, full-time.

This is an on-site role at our Festival site at the Edinburgh Futures Institute, Lauriston Place, Edinburgh.

Rate of Pay

£12.00 per hour, paid weekly in arrears by bank transfer (plus holiday pay).

Key dates

The Edinburgh International Book Festival runs from Saturday 10 August – Sunday 25 August 2024.

Background

The Edinburgh International Book Festival brings leading and emerging Scottish, UK, and international authors and thinkers together to inspire each other and audiences through an extensive programme of public events, including conversation, interactive activities, and performance. The Book Festival takes place in person in Edinburgh but has a significant digital offering to reach authors and audiences around the world.

The Book Festival has a reputation as a powerful forum for the public to exchange views with writers and experts on a wide range of issues: social, ethical, and political as well as literary and cultural. At the heart of the Book Festival's activity is an integrated approach to creative learning and education, with the aim of expanding participation in democratic discussion, fostering a love of reading and developing engaged, knowledgeable audiences of all ages and backgrounds.

The Children's Programme - comprising author events, activities, and workshops - is produced for young audiences of all ages, from babies to teenagers. In addition, an extensive Schools' Programme is created for primary and secondary pupils, as well as teachers, with thousands of school children attending each year. All tickets to schools' events are free, and each child goes home with a free book.

Through our Communities Programme we bring local people and organisations from across Scotland together with professional writers and artists to have big conversations, unearth new stories and provide a space for everyone's voice to be heard. As an organisation of local, national, and international reach, we shine a light on underrepresented communities, supporting them to develop their voices through cultural activity.

The Box Office team

The Box Office comprises the Manager, Supervisor, Schools Booking Coordinator and increasing numbers of sales staff in the run-up to the Festival. The Box Office can be very busy – during the Festival staff can work long days during a six-day week on a rota. The Box Office operates on the Red61 ticketing system.

The Role

August

The August Box Office team are based at the Edinburgh Futures Institute, Lauriston Place, Edinburgh, where we operate a box office counter and a telephone room. During the Festival the Box Office is usually open 09:30-21:00 daily but occasionally stays open later depending on the timing of the last event. Box Office Assistants may also be asked to cover the Access and Information Desk as required. Box Office Assistants may also assist with chatroom moderation for our digital events.

The post will be line-managed by the Box Office Manager.

Key Responsibilities

- Assisting customers purchasing tickets using the Red61 ticketing system by phone, email or in person
- Helping staff the information point and access cabin
- Resolving customer queries and always providing excellent customer care
- Maintaining accurate customer records
- Promoting and adhering to our environmental policy and sustainability goals
- Other duties as required by the Box Office Manager

Person Specification

This is an ideal opportunity for individuals who wish to build on their existing box office and customer service skills in a high-pressure festival environment. Excellent customer service and communication skills, enthusiasm, and an ability to work effectively as part of a small team are all essential for this role.

The successful candidate will possess the following:

Essential

- Experience of working in a Box Office
- Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone.
- Strong communications skills and the ability to interact with a wide range of people
- Excellent attention to detail
- An enthusiastic personality and a flexible, positive attitude
- The ability to remain calm and focused under pressure
- The ability to work as part of a team
- Previous experience of cash handling procedures
- Strong IT skills

Desirable

- Previous experience using Red61 ticketing system
- Experience in a festival or arts venue
- Passionate about literature and the arts

Staff welfare

The Book Festival has developed an open and active staff welfare culture and is committed to making everyone feel safe, welcome, and included. An Employee Assistance Package is available which offers a variety of levels of counselling, one-to-one personal support, and resilience tools, along with personal legal and financial advice and family support. Members of staff have chosen to be trained in First Aid for Mental Health, ensuring awareness of staff well-being is embedded in our culture. We have a Safer Spaces Policy, which actively promotes a culture where everyone's experience (staff, artists, associates, and visitors) is valued, and no-one is made to feel unsafe or excluded.

Terms and conditions

The post is based at the Festival site in Edinburgh College of Art, Lauriston Place. In general, staff are required to work an average of 42 hours per week (6 days out of 7), on a shift basis, between Monday and Sunday. Morning shifts can start from 09:00 and evening shifts generally finish at 21:00. Rotas will be issued at the beginning of your contract but may be subject to change. Attendance at all training days is compulsory.

The rate of pay for this position will be £12.00 per hour. Wages are paid weekly in arrears by bank transfer.

Edinburgh International Book Festival will auto enrol you in their NEST pension scheme 3 months from the start date of your employment. You can choose to join the scheme from the start date of your employment. You can get further details of the scheme from the Head of Operations & Finance.

Equal opportunities

The Edinburgh International Book Festival is an equal opportunities employer and a Real Living Wage employer. Our work is framed by a commitment to a commitment to Equality, Diversity, and Inclusion.

The Book Festival is a working environment where everyone is treated fairly, and our differences are celebrated as strengths. We encourage applicants with diverse backgrounds and experiences to apply. If you have any specific access requirements, please let us know and we will do our best to meet your needs.

How to apply

Please read the job description carefully and complete the online application using the links on our website: <https://www.edbookfest.co.uk/about-us/jobs>.

Please ensure you upload a copy of your current CV (no more than two pages) and an application letter outlining your suitability for the role and why you wish to work at the Book Festival. You may include any other information that supports your application, and we ask that you provide two recent professional references.

If the job description doesn't answer your questions, please contact Catherine Smith, jobs@edbookfest.co.uk

Closing date for applications: Sunday 21 April 2024, 23:59

Interviews: w/c 6 May and 13 May 2024

Interviews

Interviews will be held virtually.

The Edinburgh International Book Festival Ltd has its registered office at 121 George St Edinburgh and is a company limited by guarantee (SC079939) with charitable status (SCO10120).