



Edinburgh  
International  
Book Festival



Box Office Assistant -  
Summer

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

## Contract

Fixed-term contract from Tuesday 11 June — Monday 26 August 2024, full-time.

This is an on-site role at the Edinburgh International Book Festival office on George Street, Edinburgh, and 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.

Advance Booking: Friends and sponsors of the Book Festival: 13 – 17 June 2024

Booking opens to the public: Thursday 20 June 2024 (TBC)

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## 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 Box Office Manager, Supervisor, Schools Booking Coordinator and a small number of customer service staff. Box Office Assistants report to the Box Office Manager. The Box Office operates on the Red61 ticketing system. Additional assistants will join the team in August for the duration of the Festival.

## The Role

### June – July

During June the Box Office handles the Friends Advanced Booking weekend and the opening day of sales to the public. Once tickets are on sale, the role will be focussed on assisting customers making bookings through our website and handling any telephone sales or enquiries.

Working closely with the Development team, there will also be sponsor and stakeholder bookings to process. In addition, you may be required to assist with publisher, author and other complimentary tickets.

Working hours will usually be 35 hours per week between 09:30-17:30, Mondays – Fridays, and some additional hours may be required over the weekends and busier first few days of advanced and public bookings. You will be required to work over the Advanced Booking weekend, Saturday 15<sup>th</sup> June and Sunday 16<sup>th</sup> June.

### August

In August the Box Office team relocates to the Festival site at the Edinburgh Futures Institute, Lauriston Place, Edinburgh. There will be a box office counter and a phone room. Additionally, staff may also be asked to work on our digital events as a chatroom moderator. During August the Box Office opening hours are anticipated to be 09:30-21:30 daily, and staff work on a rota. Occasionally the box office may stay open later depending on the event schedule.

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
- 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 our offices, 121 George Street, Edinburgh until the Festival, when the Box Office will move to our Festival site at the Edinburgh College of Art, Lauriston Place.

During June and July, the Box Office is open Mondays – Fridays and hours of work are generally 09:30-17:30 (35 hours per week). The exception to this is the Advanced Booking weekend on 15<sup>th</sup> and 16<sup>th</sup> June.

During the Festival, 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 21:30. Rotas will be issued in advance of the festival but may be subject to change.

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](mailto:jobs@edbookfest.co.uk)

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

**Interviews:** w/c 29 April and 6 May 2024

## Interviews

Interviews will be held virtually.

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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).