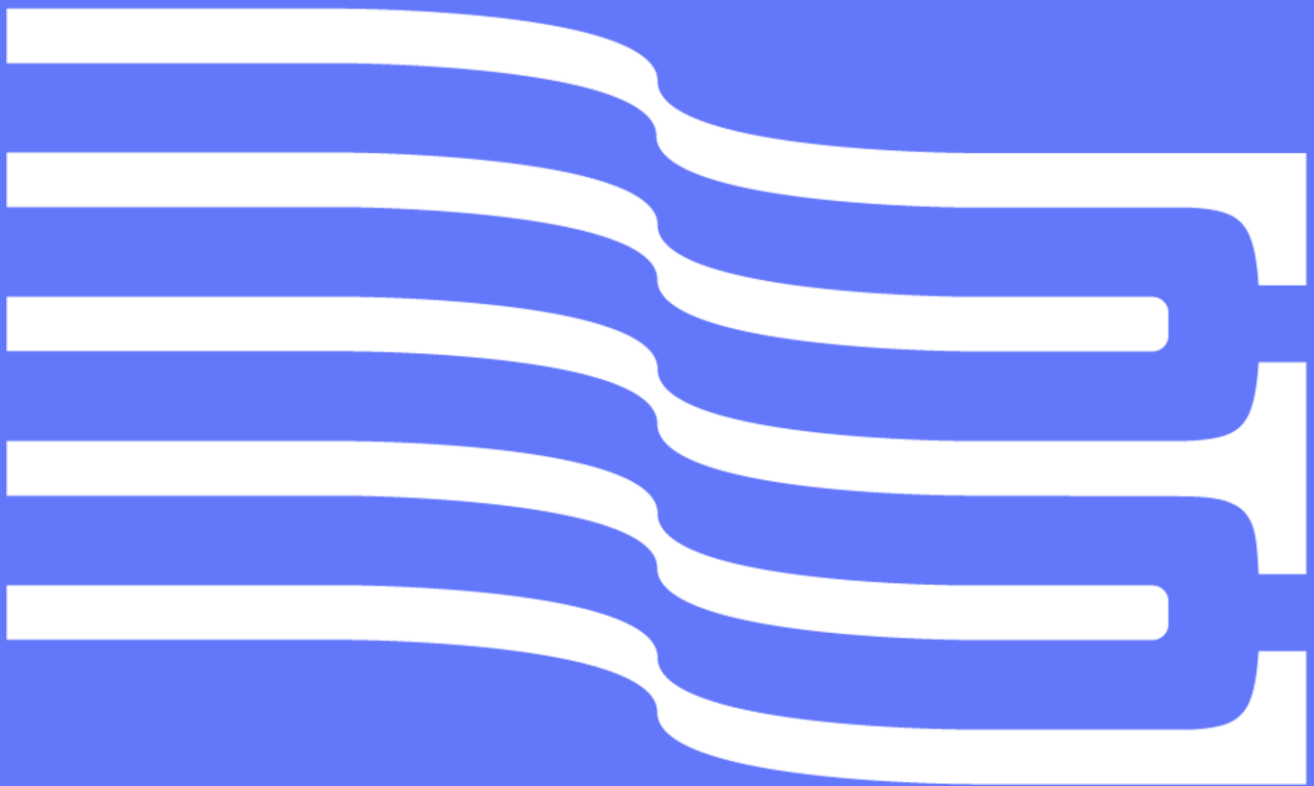




Edinburgh  
International  
Book Festival



Box Office Manager

# Box Office Manager – Fixed Term Contract: Job Description

## Contract

Optional additional hours to help with recruitment during May 2024 if the applicant is available.  
Full time, fixed-term contract from Wednesday 5 June — Monday 26 August 2024.

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

£16.51 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 Schools Booking Coordinator, two Supervisors and increasing numbers of sales staff in the run-up to the Festival. The Box Office can be very busy - during June and the Festival, staff can work long days in six- or seven-day weeks. The Box Office Manager reports to the Audience Services Manager, who also oversees the FOH, Access and Chat Moderation teams. The Box Office operates on the VIA ticketing system.

## The Role

### June – July

The Box Office opens in early June: the phone room and admin office are in the Book Festival offices at 121 George Street. There is an advance booking period for sponsors and Friends of the Book Festival. The opening day of public booking usually sees an extremely high demand and involves a large-scale operation. Tickets are sold through phones and web until August when a box office counter opens on site.

### Festival

The Box Office counter sales operation moves to the Edinburgh Futures Institute for the duration of the Festival in August. Alongside a phone room there is also a box office counter based at the main entrance of the Festival site. The Box Office team will also help staff the information point and may on occasion help to moderate the chat room of our digital events.

The post will be line-managed by the Audience Services Manager.

## Key Responsibilities

- Assisting the Audience Services Manager with recruitment of the temporary team in May
- Supervision of all daily box office operations, ensuring staff are well-supported and correct procedures are being followed at all times
- Investigating and resolving any customer complaints or issues that arise
- Leading on training of Box Office staff and implementing high standards of customer care
- Monitoring the staffing budget for the box office team
- Administration of the VIA ticketing system including changes to event data, set-up of new events or ticket offers, scheduling regular reports, and ensuring staff maintain high standards of accuracy in customer data entry
- Working closely with the Audience Services Manager on the project management of the opening day of public ticket sales, including logistical planning, contingency planning, recruitment, training and scheduling of temporary staff, technical support, and web support
- Processing non-public bookings for groups such as sponsors, Festival participants, guests and industry professionals and corresponding with these bookers as required
- Preparing the Festival staffing rota
- During the Festival, management of the Phone Room and Box Office counters, queue management, administration of returns queues for sold out events, maintaining information screen displays and resolving customer issues occurring on-site

- Engage in sustainable practices while in the workplace and adhere to the Book Festival's environmental sustainability policies.
- Any other duties as required by the Audience Services Manager

## Person Specification

This is an ideal development opportunity for candidates wishing to build on existing Box Office experience, preferably at supervisor level, in a world class festival environment.

The successful candidate will possess the following:

### Essential

- Box Office supervisory experience (preferably 2 years or 2 festival contracts)
- Experience of providing an excellent service and managing customer expectations in a demanding environment
- Experience of handling customer complaints and diplomatically finding resolutions
- Proven success in building excellent teams of customer-facing staff, and maintaining high standards and morale in high-pressure situations
- Excellent communication skills, both written and oral
- Strong administration skills and IT competency – especially using a ticketing system or similar database
- Ability to work on own initiative and as part of a team, and to lead and motivate others
- A positive, flexible attitude and calm manner under pressure

### Desirable

- An understanding of the Edinburgh Festivals and/or the Scottish literary landscape
- Knowledge of the VIA ticketing system would be an advantage
- Experience in a similar arts or festival environment

## 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; satellite locations as required; and at the Festival site at the Edinburgh Futures Institute during August. Normal hours of work are 09:30 – 17:30, Monday to Friday during June, apart from the Friends Advanced Booking weekend when staff will be required to work on Saturday 15 and Sunday 16 June 2024. Additional hours will be required during the Festival itself, when staff should expect to work a six or seven day week, as well as evenings and at weekends.

The rate of pay for this position will £16.51 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 7 April 2024, 23:59

**Interviews:** w/c 15 April and 22 April 2024

## Interviews

Interviews will be held at the Book Festival offices at 121 George Street, Edinburgh, EH2 4YN (for local candidates) or virtually if preferred.

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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).