



## **Job Description: Box Office Manager 2022**

### **Contract**

Full time, fixed-term contract from Wednesday 8 June — Wednesday 31 August 2022.

There is also the opportunity to work an extra 3 or 4 ad hoc days during early May to assist with box office recruitment.

### **Rate of pay**

£13.63 per hour, paid weekly in arrears by bank transfer (plus holiday pay).

### **Key Dates**

The Edinburgh International Book Festival runs from 13 August – 29 August 2022, with the Baillie Gifford Schools Gala Day on 30 August.

Advance Booking: Friends and sponsors of the Book Festival: 17 – 20 June 2022

Booking opens to the public: Thursday 23 June 2022

---

### **Background**

The Edinburgh International Book Festival, a non-profit making organisation, is a distinctive international showcase celebrating the written word, literature and ideas. It brings leading and emerging international, British and Scottish authors and thinkers together to inspire each other and audiences in an extensive programme of public events.

Discussion, performance and interactive events have become prominent features of the Festival, complementing the more traditional interview-style conversations and readings, and contributing to the Book Festival's 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 Book Festival's children's programme of author events, activities and workshops is produced for young audiences of all ages, from babies to teenagers, attracting family audiences of around 20,000 each year. In addition, an extensive schools programme is created for primary and secondary pupils, with around 14,000 school children attending each year. Following an award from players of People's Postcode Lottery, the Book Festival expanded its activities to deliver a wide-ranging community programme. A series of live-literature events, artists' residencies and mini-festivals is created year-round, taking the Book Festival on the road around the country to inspire and entertain people in many different communities, including Scottish prisons.

Since 1983, the Edinburgh International Book Festival has grown to stage over 900 events every August, attracting around 250,000 visits, making it the largest public celebration of the written word in the world. Up until 2020, the Book Festival took place in a specially built tented Festival village in Charlotte Square Gardens, in the heart of Edinburgh.

With the global pandemic the world changed. As a small agile festival operation, the Edinburgh International Book Festival responded swiftly to the changing environment by staging a fully digital Book Festival in August 2020. With little experience, the Festival team boldly embarked on creating a new interactive online environment, where authors came together in 147 live and pre-recorded events. Real-time chatrooms, live author Q&As and book signings created a lively online forum where people gathered, and authors interacted with their audiences. Most importantly, conversation and the exchange of ideas were able to continue. The new digital format was enthusiastically received, and many thousands of people tuned in and chatted with each other from countries across the world.

Since 2021, a long-term strategic partnership with the University of Edinburgh has given the Book Festival a new central location at the Edinburgh College of Art and presents the opportunity for an exciting hybrid Festival for the future. The range of distinctive indoor spaces and the grassy outdoor courtyard offers the Book Festival the facilities to build broadcasting studios for digital events and a range of flexible spaces for audiences to enjoy live and screened events in-person.

The Edinburgh International Book Festival is a founder member of Festivals Edinburgh, the organisation created by Edinburgh's 11 major Festivals to support joint strategic development and maintain the position of Edinburgh's festivals as global leaders.

### **Box Office Team**

The Box Office comprises Schools Booking Coordinator, a Supervisor 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 and Chat Moderation teams. The Box Office operates on the VIA ticketing system.

### **June – July**

The Box Office opens in early June: the phone room and admin office are located in the Book Festival offices at 121 George Street (TBC). 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 College of Art 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 on occasion help to moderate the chat room of our digital events.

### **Key duties and responsibilities**

- Assisting the Audience Services Manager with recruitment of the temporary team
- Supervision of all daily box office operations, ensuring staff are well-supported and correct procedures are being followed at all times
- 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, supervision 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
- 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.

#### **Essential:**

- Box Office supervisory experience (preferably 2 years or 2 festival contracts)
- Proven success in recruiting and building excellent teams of customer-facing staff, and maintaining high standards and morale in high-pressure situations
- Experience of providing an excellent service and managing customer expectations in a demanding environment
- Good communication skills, written and oral
- Excellent administration skills, IT competency and a high level of accuracy
- 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:**

- Knowledge of the VIA ticketing system and the Edinburgh Festivals would be an advantage
- Experience in a similar arts or festival environment

### **Terms and conditions**

The post is based at our offices, 121 George Street, Edinburgh; satellite locations as required; and at the Festival site in the Edinburgh College of Art during August. Normal hours of work are 09:30 – 17:30, Monday to Friday until the Box Office opens in June, and 5 days between Monday to Saturday thereafter. Additional hours will be required at peak times and during the Festival itself, when staff should expect to work a six or seven day week. Wages are paid weekly in arrears by bank transfer.

We are committed to making the Book Festival as accessible as possible to customers, participants, sponsors and staff. If you have any specific access requirements or concerns, please let us know and we will do our best to meet your needs. The Edinburgh International Book Festival is an equal opportunities employer and an Investor in People.

### **Applications**

To apply for this position, please complete the online application at <http://www.edbookfest.co.uk/about-us/jobs>. We do not accept applications by post or email. Due to

the volume of applications we receive, it may not be possible to respond to everybody. If the job description doesn't answer your questions, please contact [jobs@edbookfest.co.uk](mailto:jobs@edbookfest.co.uk)

Please note that we do not appoint without interview. Due to the number of temporary staff we hire each year, our interview schedules are very busy and we strongly advise that you ensure you are available during the interview week.

Interviews are likely to be held virtually, though if circumstances allow, we may request an in-person meeting.

**Closing date:** Sunday 27 March 2022, 21:00

**Interviews:** w/c 04 April 2022

The Edinburgh International Book Festival Ltd has its registered office at 121 George Street, EH2 4YN and is a company limited by guarantee (no SC 79939) with charitable status (SC010120).