



Box Office Supervisor (fixed term)

Closing date: 10:00 Monday 20 April 2026
Interview date: Monday 27 and Tuesday 28 April
Start date: 2026 Monday 01 June 2026
End date: Monday 31 August 2026
Location: Office based, central Edinburgh

Background

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 75 years later, the Fringe has grown to become one of the greatest platforms for creative freedom in the world, second only to the Olympics in terms of global ticketed events. In 2023, 3,553 shows took place in 288 venues across Edinburgh.

The Edinburgh Festival Fringe Society was founded by artists to nurture and uphold the Fringe's values of inclusivity, experimentation and imagination. We exist to support, advise and encourage everyone who wants to participate in the Fringe, provide information and assistance to audiences, and celebrate the Fringe and what it stands for all over the world.

The primary responsibilities of the Box Office Supervisors are to train, supervise and support the Box Office Assistants, to manage our in-person Box Office at 180 High Street, to manage daily cash reconciliation and floats, and to ensure the smooth operation of the Box Office phone room. The Box Office Supervisors facilitate availability of sensory resources for members of the public, and they will also support the Customer Services and Access Booking teams to ensure that an exceptionally high standard of service is provided to all customers of the Festival Fringe Society.

Role and responsibilities

The successful candidate will perform a wide range of duties, including but not limited to:

- devising and delivering training for the Box Office Assistants
- supervising the Box Office Assistants as they carry out their daily tasks, supporting them with complex customer services enquiries in person and over the phone
- ensuring that the Fringe Box Office procedures, processes and policies are followed by the Box Office team
- overseeing the sensory resource orders, including supply management, customer communications and collections
- selling tickets to public, including customers with specific access requirements
- ensuring queues at the Box Office are effectively managed
- reconciling daily takings and managing cash floats as per financial procedures
- assisting the Fringe Friends team with enquires and supervising the dedicated Fringe Friend counter
- assisting with other festivals or events that are ticketed through the 180 Box Office.

Person specification

Essential

- Experience in supervising a team of people, delegating effectively while maintaining clear oversight of activities.
- Strong team working skills, complemented by the ability to take the initiative and demonstrable problem-solving skills.
- An ability to work calmly and efficiently in a fast-paced environment and be responsive to changing demands on time.
- Previous experience in a customer facing role.
- Good oral and written communication skills, with a polite and professional manner.
- Proficient computer skills including a good working knowledge of Office 365 packages.
- Cash-handling experience.

Desirable

- Experience of working in a festival environment.
- Knowledge of general box office procedures and practices.
- Experience of working with the Red61 Ticketing System.
- Experience with people with additional access requirements.

Rate of pay and hours of work

The rate of pay for this post is £14.15 per hour.

Normal working hours are 10:00 – 18:00, 35 hours per week, worked over 5 days, with a one-hour unpaid lunch break. From Monday 14 July, your contracted hours will increase to 37.5 hour to account for an extra 30min worked each day and your working days will include weekends. In the run up to and during the festival your hours will be set by a rota which will be issued in advance. Any additional work beyond the hours detailed below will be mutually agreed in advance and will be paid at the standard hourly rate.

We are a flexible working employer and therefore are happy to discuss flexible working at any stage of the application process. We are unable to offer remote working for this position. We can offer varied start and finish times and core hours with flexibility around them.

We use positive action under section 159 of the Equality Act in relation to disability or race. This means that if we have two candidates of equal merit in our process, we will seek to take forward the D/deaf, disabled, Black, Asian or ethnically diverse candidate in order to diversify our staff team.

The Fringe are active members of the Festivals Edinburgh Sustainability Working group and include climate action as one of the headline targets in the [Fringe development goals](#). As part of the commitments of this work, all Fringe staff members are expected to assist with the Fringe Society's environmental goals and consider these in all elements of your work.

We are also committed to maintaining the open-access policy of the Edinburgh Festival Fringe. We are an equal opportunity employer and welcome applications from all sectors of the community. We are also proud to be a Disability Confident Employer and aim to successfully employ and retain disabled people and those with health conditions. We expect employees to support these commitments and to assist in their realisation.