



Box Office Administrator (fixed term)

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| Closing date: | 10:00 on Tuesday 27 January 2026 |
| Interview dates: | Thursday 05 February 2026 |
| Start date: | Monday 02 March 2026 |
| End date: | Friday 29 May 2026 |
| Location: | Office based, central Edinburgh |

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.

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 responsibility of the Box Office Administrator is to sell tickets and deal with customer services enquires, both in person at the Fringe Box Office, over the phone and via email. They also support the wider society team with the Fringe Society Fringe Info phone line and email. Ideal candidates would be personable, enthusiastic and capable of providing a high level of customer service. This position reports to the Box Office Operations Manager.

Role and responsibilities

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

- selling tickets on a computerised ticketing system in person and by phone
- dealing with general enquiries from customers regarding the festival
- dealing with general enquiries for the Fringe Society via phone and email
- supporting the Customer Service Coordinator to complete basic customer service tasks
- following Fringe Box Office policies, procedures and processes at all times
- assisting the Access Bookings Coordinator in processing bookings for customers with specific access requirements
- becoming familiar with edfringe.com and the EdFringe app to assist customers with queries relating to those ticket sales channels
- assisting with other festivals or events that are ticketed through the 180 Box Office if the Fringe workload allows.

Person specification

Essential

- Excellent customer service skills when dealing with members of the public.
- The ability to work in a team as well as using your own initiative.
- A polite, professional and confident manner when dealing with the public.
- Excellent communication skills, both oral and written.
- Proficient computer skills including a good working knowledge of Office 365 packages.
- Adaptable and experience of picking up new information and systems quickly.

Desirable

- Previous experience of working in a festival environment.
- Previous box office experience.

Rate of pay and hours of work

The rate of pay for this post is £13.45 per hour.

Normal working hours 35 hours a week, worked from 10:00 to 18:00, Monday to Friday with a one-hour unpaid lunch break.

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.