



180 Box Office Coordinator (fixed term)

Closing date:	10:00 on Tuesday 03 March 2026
Interview date:	Thursday 10 March 2026
Start date:	Monday 30 March 2026 (or as soon as possible)
End date:	Friday 30 October 2026
Location:	Based in our central Edinburgh office

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 primary responsibility of the 180 Box Office Coordinator is to provide an exceptionally high standard of service to clients who have contracted the 180 Box Office to provide a ticketing facility for their festivals and events.

Under the guidance of Box Office Management team the successful applicant will project manage the event delivery of all tasks related to 180 Box Office clients to successfully deliver of the contracted services. This will include communication with clients to set up their events and festivals, managing any event changes, support ticket sales, customer services and access bookings. This role will also be coordinating the other 180 Box Office staff. Your role will also support the Fringe Box Office operations if required. This position reports to Box Office Operations Manager.

Role and responsibilities

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

- working collaboratively with the Box Office Management Team to ensure that all tasks related to 180 Box Office client events are delegated effectively and carried out to a high standard and in a timely manner
- project managing the event delivery for existing 180 Box Office clients and events
- writing and maintaining documentation relating to 180 Box Office operations, and customer queries and complaints
- managing show changes within the Red61 ticketing system eg date and time alterations, show cancellations, allocation changes etc
- supporting other team members with customer services tasks and assisting customers directly over the phone, in person and via email as required including access booking for customers with specific requirements, across all clients
- liaising with clients, venues and performers to provide ticketing reports.
- Ensuring all refunds/exchanges to customers who have booked tickets for cancelled shows are processed
- facilitation of delegate programmes when required for an event
- abiding by pre-defined policies and procedures to ensure the professional, efficient and effective operation of the 180 Box Office
- training festival/event staff on box office tasks such as how to use the Red61 FOH app
- liaising with clients to determine additional staffing requirements, and managing the recruitment process, rota scheduling, and on-site supervision.

Person specifications

Essential

- Proven project management experience.
- Experience of working in a festival environment.
- Experience of working with Red61 ticketing system – focussed on event and performance setup, ticket offer setup, and reporting.
- Excellent communication skills, both oral and written, in a polite, professional and confident manner when dealing with the public and clients.
- Proven ability to work calmly in a fast-paced environment and efficiently in high pressure situations.
- Proficient computer skills including a good working knowledge of MS Office packages.
- Good judgement and troubleshooting skills.

Desirable

- Experience helping people with additional access requirements.
- Proven experience of offering support and advice to colleagues.

Rate of pay and hours of work

The rate of pay for this post is £14.95 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. There may be some work outside of these hours due to the nature of agency events.

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, outside of on-site event attendance.

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.