

Registration & Ticketing Supervisor (fixed-term)



Closing date: 10:00 on Tuesday 06 January 2026
Interview date: Thursday 15 January 2026
Start date: Monday 09 February 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.

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.

We are seeking to appoint experienced individuals to the position of Registration and Ticketing Supervisor who will report to the Venues and Registration Manager and work closely with the Box Office Event Setup and Information Manager. This role sits in the Box Office and Technology team, and exists to assist artists in the registration of their shows with the Fringe Society as well as ensuring that any Box Office related data is correctly set up and updated as required. The successful candidate will prepare and proof data (listings information, ticketing information, accessibility information and advertising) for the printed Fringe Programme, the ticketing system and [edfringe.com](#), ensuring production and on-sale deadlines are met. Following the on-sale deadlines, this role will be responsible for ensuring all show, venue and ticketing data is correct and communicated with customers. They will work with the Customer Service and Box Office Supervisors to assist in communication with venues and artists around complaints and issues that arise over the festival period.

Role and responsibilities

You will perform a range of duties including:

- Assisting artists and venues to register their shows using EdFringeware, the Fringe Society show and venue registration database, and troubleshooting any issues as they occur.

- Checking, following up and editing data, venue information, images, copy, adverts and enhanced performance information electronically submitted via EdFringeware for inclusion in the official Fringe Programme, Red61, edfringe.com and the Fringe App.
- Adding and checking new events and performances to the Red61 ticketing system used by the Fringe Society to appear on edfringe.com and the Fringe App.
- Meeting deadlines for getting shows signed off for listing, and for the successful publication of the Fringe Programme.
- Proofreading the Fringe Programme after typesetting.
- Contacting artists and venue managers regarding missing/incomplete/misleading show information and any other related queries.
- Actioning show changes e.g., date and time alterations, show cancellations.
- Supporting the Customer Service and Box Office Team regarding show changes and supporting on show and venues issues that arise over the festival period.
- Liaising with venues and artists with any issues that arise over the festival period. E.g, last-minute show cancellations due to fire alarms or extreme weather or customer issues and complaints.
- Liaising with artists and venues in relation to reporting, allocation changes and stop sales.
- Providing information and advice in relation to Box Office procedures to venues, promoters and performers.
- Assisting in the administration of other artist-related projects such as artist advertising, venue registration and enhanced performance listings.
- Identifying significant and topical programme themes from registered shows for use by the wider team and stakeholders.

Person specification

Essential

- Experience of working in a box office, particularly within the arts sector.
- Experience of data management using a computerised box office or CRM system.
- Excellent English language skills.
- Excellent written and verbal communication skills and proven customer service experience, with the ability to explain processes and procedures to a wide variety of artists in a confident, clear and diplomatic manner.
- Methodical approach with attention to detail.
- A strong commitment to a team environment with a flexible approach to undertaking this.
- Good working knowledge of Microsoft Office and the ability to learn new software quickly.
- Ability to remain calm under pressure and respond promptly and effectively to fast changing priorities.

Desirable

- Experience of using Red61 Ticketing System
- Experience of working to tight publishing/production deadlines.

- Understanding of content management systems or databases.
- Experience of working in arts festivals or performing arts venues.
- Knowledge of the Edinburgh Festival Fringe landscape.

Rate of pay and hours of work

The rate of pay for this post is £14.15 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. During the festival period, the rota system will cover our opening hours of 9am to 9pm between Monday and Sunday.

Please also note that you may be required to work over the Easter weekend (3 April – 6 April) and will receive time off in lieu for any public holidays worked during that period.

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.