

## 180 Box Office Supervisor (fixed term)

**Closing date:** 10:00 on Monday 02 February 2026

**Interview date:** Thursday 12 February 2026

**Start date:** Monday 23 February 2026

**End date:** Wednesday 30 September 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 Supervisor is to provide an exceptionally high standard of service to the customers of the clients who have contracted the 180 Box Office to provide a ticketing facility for their festivals and events.

Under the guidance of the 180 Box Office Manager and with the support of the rest of the Box Office team, the successful applicant will be responsible for dealing with both customer queries and assisting the client in the delivery of the event. The candidate will assist customers with ticket sales, customer services, access bookings and occasionally complaints. After additional training, this role will also include event setup in the Red61 Ticketing System. Your role will also support the Fringe Box Office Customer Services and Box Edits Teams if required. This position reports to the 180 Box Office Manager.

### **Role and responsibilities:**

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

- Liaising with agency clients to assist in the delivery of their events e.g. processing comp tickets, adding ticket offers to the system, etc.
- Adding new events and performances to the ticketing system.
- Managing show changes within the ticketing system e.g. date and time alterations, show cancellations etc.
- Managing ticket allocations within the Red61 ticketing software.
- Liaising with venues and performers to provide ticketing reports.
- Assisting customers with ticket sales over the phone and in person.
- Processing access bookings for customers with specific access requirements.
- Issuing refunds/exchanges to customers who have booked tickets for cancelled shows.
- Dealing with customer queries by email across the multiple inboxes.
- Assisting in the facilitation of delegate programmes when required for an event.
- Arranging the postage or collection of physical tickets if required for an event.
- Abiding by pre-defined policies and procedures to ensure the professional, efficient and effective operation of the 180 Box Office.
- Processing and maintaining appropriate paperwork relating to customer queries and complaints.
- Training festival/event staff on box office tasks such as how to use the Red61 FOH app.

### **Person specifications**

#### **Essential**

- Proven experience in a demanding customer facing role.
- Experience of working with Red61 ticketing system.
- 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.
- The ability to work in a team as well as using your own initiative.
- Good judgement and troubleshooting skills.

### Desirable

- Experience of working in a festival environment.
- Experience with 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 £14.15 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. 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.