



Box Office Assistant (fixed term)

Closing date: 10:00 on Wednesday 29 April 2026
Interview date: Friday 15 & Monday 18 May 2026
Start date: Thursday 30 July 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 2024, 3,744 shows took place in 296 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 responsibility of the Box Office Assistants is to sell tickets and deal with basic customer services enquires, both in person at the Fringe Box Office and over the phone in our dedicated call centre. 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 basic customer issues and queries in person, over the phone and email.
- assisting the Access Bookings Team in processing simple bookings for customers with specific access requirements
- following Fringe Box Office policies, procedures, and processes at all times
- assisting with queue management to ensure the flow of customers through public facing areas of the Fringe Box Office is smooth and efficient
- cash handling and reconciliation of till balances
- becoming familiar with edfringe.com and the edfringe app to assist customers with queries relating to those ticket sales channels.



- assisting customers to collect physical tickets if not able to utilise e-ticketing
- assisting with other festivals or events that are ticketed through the 180 Box Office if the Fringe workload allows.

Person specification

Essential

- Experience in a customer facing role.
- Polite and confident communication skills, both oral and written, when dealing with the public.
- The ability to work productively and consistently in a busy environment while responding to a variety of demands from customers and colleagues.
- Good computer skills.
- Experience with cash handling.

Desirable

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

Rate of pay and benefits:

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

Normal working hours are 37.5 hours per week, worked over 5 days, with a one-hour unpaid lunch break. During the festival your hours will be set by a rota which will be issued in advance to cover the opening hours of 10:00 – 18:00. 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, 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 have identified [six pillars of commitment](#) around the sustainable delivery of their work, 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.