

ADMIN & INFORMATION ASSISTANTS (temporary)

Closing date: 17:00 on Monday 16 June 2014

Interview dates: w/c 30 June 2014

Start date: Monday 28 July 2014

End date: Monday 25 August 2014

Background

The Edinburgh Festival Fringe is an open-access festival and is the largest arts festival in the world. In 2013 over 24,000 participants staged over 45,000 performances of more than 2,700 shows to an estimated audience of 1.9 million. Almost 1m people are in attendance during the three-week festival which brings an estimated £142m into Edinburgh's economy.

The Edinburgh Festival Fringe Society is the company that organises the structure which underpins the Edinburgh Festival Fringe. The Society exists to advise, support and encourage all participants at the Festival Fringe, to provide comprehensive information services, including ticketing, to its participants and the public, and to promote the entire Fringe as a festival in the context of Edinburgh and its other festivals. The aim for the Fringe Society is to assist audiences, performers and venues to navigate the challenges of their involvement and maximise the benefits of their visit to the Edinburgh Festival Fringe.

Our aim is to be a flexible, focused and creative organisation, and to that end we are seeking to appoint dynamic and experienced individuals to the positions of Admin and Information Assistant (reporting to the Operations Manager). The team consists of the Operations Manager, Admin and Retail Officers, Admin and Information Assistants (this role), Retail Supervisor and Retail and Information assistants.

The Admin and Information Assistants will often be the first point of telephone and/or face-to-face contact with the general public, performers and suppliers dealing with the Fringe Society. Working in a fast-paced, busy office environment, the position will serve to provide information services to anyone looking to take part in the Fringe as a visitor, participant, venue or supplier, and deal with enquiries and feedback accordingly. The role will also carry out daily administrative duties that include dealing with incoming and outgoing post, packing and mailing of programmes, up-keeping databases, general filing, ordering stationery and supplies and organising repairs for office facilities and equipment. As and when required, they might also be called upon to assist with additional duties including the sale of Fringe merchandise, replenish the stock in the shop and carry out stock takes.

The Edinburgh Festival Fringe Society is committed to reducing its environmental impacts in its everyday operations. We expect employees to support this commitment and to assist in its realisation. We are also firmly committed to maintaining the open-access policy of the Edinburgh Festival Fringe. We strive to be an equal opportunities employer and welcome applications from all sectors of the community. We also participate in the Double Tick – Positive about Disabled People scheme.

Role and responsibilities

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

- being the initial telephone and/or face-to-face contact with the general public, performers and suppliers dealing with the Fringe Society
- providing accurate and efficient information service to all who come in contact with the Society
- logging and responding to enquiries and feedback from customers in person and via email and phones
- carrying out administrative duties that include opening and sorting post, mailing out of Fringe programmes, up-keeping databases, general filing, ordering of stationery and supplies
- assisting with organising repairs of office equipment and furniture, and maintenance work for buildings
- supporting the sale of Fringe merchandise to the public and stock takes
- assisting with maintaining health and safety standards within the work premises

Person specification

Essential

- Experience working in an extremely busy, fast paced office in an administrative and/or customer facing position.
- Good office skills and experience working with spreadsheets and databases.
- Excellent customer service and communication skills.
- Exceptional organisation skills with great attention to detail and deadlines.
- Enthusiastic and proactive.
- Ability to work independently and as a team member.
- Good command of English.

Desirable

- Demonstrable experience working in a retail environment (in particular cashing up and working to sales targets).
- Experience of the Edinburgh Festival Fringe or working within similar festival.
- Local knowledge of Edinburgh and the festival season.

Rate of pay and hours of work

The rate of pay for this post is £321.30 per week (based on six days).

Normal shifts of work are eight hours (including a one hour unpaid break) between 08:45 to 21:30 worked over six days between Monday and Sunday. Your working hours will be organised according to a rota system which the Society will notify you of in advance of the Fringe. Some additional evening and weekend work may be required as directed by your line manager.

Application

Please download and read the relevant How to Apply document. If you have any further questions, please email recruitment@edfringe.com.

Please note that due to the volume of applications we receive, we will only be able to contact those we wish to interview.