

Participant Support Officer (permanent)

Closing date: 10:00 on Tuesday 25 October 2016
Interview date: Thursday 03 or Friday 04 November 2016
Start date: Monday 05 December 2016

Background

The Edinburgh Festival Fringe is an open-access festival and is the largest arts festival in the world. In 2016 there were 50,266 performances of 3,269 shows in 294 venues across Edinburgh and an estimated 2,475,143 tickets were issued.

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 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.

The Participant Services team offers advice, support and facilities to all participants, including performers, producers, companies, venues and Arts Industry professionals coming to the Fringe. We are seeking to appoint an experienced individual to the position of Participant Support Officer, reporting to the Venues and Companies Manager.

The Edinburgh Festival Fringe Society is committed to reducing its environmental impacts in its everyday operations. 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.

Role and responsibilities

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

Supporting the Participant Services team in the following areas:

- fulfilling general administrative duties for the Participant Services team
- providing year-round advice and support to companies and venues who wish to participate in the Fringe
- supporting all existing Fringe venues and maintaining an overview of the venue landscape
- maintaining accurate information and records on venue licensing and regulations including an up-to-date contact list for relevant City of Edinburgh Council personnel
- attending and minuting relevant external meetings as required including venue manager meetings
- offering guidance and support to international companies including processing of visa and Foreign Entertainers tax enquiries and requests for welcome letters

- assisting with the maintenance of the venue registration section of 'edfringeware' (the Fringe Society's show registration database), and liaising with venue managers, Box Office and Programme Production teams during registration
- assisting in the communication and evaluation of the Participant Services team's activities
- supporting the writing and distribution of communications to participants including bulletins and guidance documents in pdf and web format
- contributing to Access Fringe projects where required
- gathering and disseminating information on venue accessibility
- helping with the planning and setting up of events including Fringe Central events and roadshows.

Music Licensing:

- offering information and advice to Fringe participants about all music licensing, with a focus on PPL awareness and *PRS for Music*, through various communication channels
- managing the submission and collation of *PRS for Music* declarations from Fringe participants
- assembling data and figures regarding applicable *PRS for Music* contributions and working with the Box Office team to incorporate them into Box Office reports and financial settlements for participants
- setting up refund procedures and working with the Finance team to process refunds where applicable
- providing regular reports with up-to-date information and figures to *PRS for Music* and various Fringe venues
- maintaining the relationship that the Fringe Society has with PRS through regular meetings ensuring all aspects of the contract are observed.

Other:

- undertaking any reasonable duties as requested by the Venues and Companies Manager and Head of Participant Services.

Person specification

Essential

- Experience of working with and advising a wide range of partners and stakeholders.
- A clear understanding of the open access principle of the Fringe Society and the ability to give objective, fair and consistent information and advice.
- Strong communication skills both written and verbal.
- Excellent organisational and time management skills and ability to prioritise conflicting demands across a varied workload.
- Creative and flexible in response to problem solving.
- Thorough, accurate and with excellent attention to detail.
- Proven ability to establish working schedules and work to deadlines.
- A good working knowledge of Microsoft Office and basic database experience.

Desirable

- Experience of working at the Edinburgh Festival Fringe or similar open-access organisations.
- A background of music licensing in relation to theatre, comedy, music or other forms of art or entertainment.
- Previous experience of working within a venue or a demonstrable understanding of venue management licensing and regulations.
- Previous experience of working to accessibility policies and/or practices.
- Ability to speak a foreign language.

Salary and benefits

The salary for this post is circa £19,000 per annum plus 4.5% employer pension contribution. Annual leave entitlement is 28 days plus 6 public holidays.

Normal working hours are 10:00 to 18:00, Monday to Friday. Some additional evening and weekend work may be required, particularly during the festival period. There is no overtime entitlement, but the Society does maintain a TOIL policy.

How to apply

If you would like to apply for the position, please download and complete the application form and email it to recruitment@edfringe.com or print it out and post to:

Recruitment

Edinburgh Festival Fringe Society Ltd
180 High Street
Edinburgh
EH1 1QS

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

Dates

- The deadline for applications is 10:00 on Tuesday 25 October 2016. We will not accept late applications.
- Interviews for this post will take place on Thursday 03 or Friday 04 November 2016.
- The start date is Monday 05 December 2016.

Further information

- Please complete the application form electronically.
- Your details will be kept on file for six months, after which they will be confidentially destroyed.
- If you require any assistance in completing the application form, please contact recruitment@edfringe.com or call 0131 226 0026.

Thank you for your interest in the Edinburgh Festival Fringe Society.