

We are committed to delivering an unparalleled celebration of the performing arts, which brings some of the most exciting and creative artists working today to audiences from around the world.

**Ticketing Assistant**

The role of the Ticketing Assistant is to deliver an efficient, high-quality box office service to all Edinburgh International Festival customers booking across all sales channels – over the telephone and in person. Ticketing Assistants will need to display excellent communication skills and always maintain the highest standard of customer service.

**Edinburgh International Festival Equality and Diversity Commitment**

The Edinburgh International Festival is an equal opportunity employer, and we value diversity. We believe that an inclusive culture is the foundation for a successful workplace, and we strive to grow our diverse representation across our staff, our artists, and our audiences.

We are collecting data to measure the effectiveness of our recruitment methods, to ensure that they are fair. We strive to ensure our opportunities are accessible to people from all backgrounds.

We actively encourage applications from currently under-represented groups. We have identified ethnic minority backgrounds, and disabilities as the key areas we would like to focus our recruitment efforts in.

**Disability Confident Employer**

We’re committed to creating a workplace where everyone feels like they belong. We want to make our recruitment practices as inclusive and fair as possible, and as part of that, we have joined the Disability Confident scheme, this is a government scheme designed to help us make the most of the talents of those with disabilities and/or health conditions in the workplace. All applicants with a disability who meet the minimum requirements of the job as set out in the job description are guaranteed an interview.

**Rooney Rule**

We are building a Festival team that is able to understand the needs of and effectively communicate with the whole of our diverse community. We want our team to reflect the diversity of the wider population. This includes the representation of people from ethnic minority backgrounds and we apply the Rooney Rule to achieve this.

Adapted from American football, this is a form of positive action. We recognise that our workforce does not reflect our wider communities, in terms of people from ethnic minority backgrounds. Subject to consent from our equality and diversity form in Team Details, out of the candidates who meet the essential selection criteria for the role and who are from an ethnic minority background, at least one will be shortlisted for the next stage in the recruitment process, which is usually an interview.

**Job Title – Ticketing Assistant**

**Manager - Ticketing Team Leader / Ticketing Managers**

**Department - Audiences Department**

**Job Purpose -** The role of the Ticketing Assistant is to deliver an efficient, high-quality box office service to all Edinburgh International Festival customers booking across all sales channels – over the telephone and in person. Ticketing Assistants will need to display excellent communication skills and always maintain the highest standard of customer service.

## **Responsibilities**

* Inform customers of all relevant information about Edinburgh International Festival events
* Actively sell tickets on the Edinburgh International Festival’s ticketing system (Spektrix) and upsell relevant offers, memberships, and related products
* Maintain accurate records and assist with updating the database
* Ensure adherence to the company’s data protection policies and procedures
* Remain fully up to date with all box office procedures
* On-site box office duties may be required at our external venues
* Fulfil additional administrative duties as required
* Maintain customer service excellence

**Person specification**

**Essential**

* Passionate about good customer service with proven experience in a customer environment
* Energetic, creative team player
* Excellent interpersonal and telephone skills
* Adaptable individual with the ability to use their own initiative in a fast-paced environment
* Good working knowledge of Microsoft Office

**Desirable**

* Working knowledge of Spektrix or other ticketing systems
* A passion for live performance and the arts in general

**Terms and Conditions**

**Working days/hours** Guaranteed minimum of 16 hours per week, with the opportunity for increased hours where available. Throughout August flexibility to work irregular hours (weekends/evenings) will be required. Shift patterns will vary between the hours of 9.30am-10:30pm from Monday to Sunday, with a guaranteed minimum of 4 hours per shift. Shifts are allocated on a rota basis which will be issued with a minimum of one week’s notice.

**Working arrangements** Our offices are in Edinburgh, where this role will be based. On-site box office duties may be required at our external venues during the Festival.

**Contract type** **Temporary (July date TBC – 24 August 2024)**

**Salary range** **£12.60 per hour**

**Holiday entitlement** Calculated based on an equivalent to full-time entitlement of 5.6 weeks (inclusive of 8 public holidays). The number of hours in one weeks' holiday being calculated based on average weekly working hours.

**Pension Scheme** The International Festival will comply with the employer pension duties in accordance with Part 1 of the Pension Act 2008, as amended or replaced from time to time.

As a result of the current immigration rules, these roles are not eligible under the Skilled Worker Route. Job applicants will be expected to provide evidence of right to work in the United Kingdom or be able to obtain such.