

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 Team Leader**

The role of the Ticketing Team Leader is to support the Ticketing Customer Assistants to deliver an efficient, high-quality box office service to all Edinburgh International Festival customers booking across all sales channels – over the phone, in person and online. They should display excellent leadership and communication skills and ensure the highest standard of customer service is maintained throughout the ticketing team. Ticketing Team Leaders may also be required to assist with selling tickets during busy sales periods.

**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 Team Leader

**Manager** Ticketing Manager/Assistant Ticketing Manager

**Department**  Audiences Department

**Job Purpose** To support the Ticketing Customer Assistants to deliver an efficient, high-

 quality box office service to our customers booking across all sales channels.

## **Responsibilities**

* Lead by example in delivering excellent customer service via telephone, email and our customer service platform (Freshdesk) whilst supporting the team in doing the same
* Keep informed about Festival updates and box office procedures and deliver team briefs with the relevant information
* Assist Ticketing Managers with team rotas using HR software
* Assigning Ticketing Assistants daily tasks and allocating breaks
* Working alongside Ticketing Managers to provide relevant and ongoing training to the Ticketing Assistants
* Maintain accurate records and assist with updating the database
* Ensure adherence to the company’s data protection policies and procedures
* Fulfil additional administrative duties to support the Ticketing Managers as required
* Act as Ticketing Office Duty Manager when required

**Person specification**

**Essential**

* Previous experience working in a box-office, arts venue, festival environment or supervisory experience in a similar customer focused setting
* Confidence in leading and motivating a team
* Excellent interpersonal and telephone skills
* Ability to stay calm and focused 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 20 hours per week, by agreement within standard office hours of 9.30 to 17.30, Monday to Friday. At peak times, and particularly immediately before and during the International Festival, it will be necessary to work outside standard hours and at weekends. During these times there will be the opportunity to take on increased hours. Shifts are allocated on a rota basis and will be issued with a minimum of one week’s notice.

**Working arrangements** Our offices are located in Edinburgh, where this role will be based.

**Contract type** Temporary (27 January – 29 August 2025)

**Salary range** £14.10 per hour

**Holiday entitlement** 12.1% of hours worked

**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, this role is 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.