



The Festival

The Edinburgh International Festival is an unparalleled celebration of the performing arts and an annual meeting point for peoples of all nations.

Our vision is simple: to provide the deepest experience of the highest quality art for the broadest possible audience.

Our mission: We exist to promote the exchange of ideas and deepen understanding between cultures through a global celebration of exceptional performing arts.

Our Organisational Values

Enriching: We want each person to find fulfilment and satisfaction in their work and workplace. We demonstrate flexibility, express gratitude, foster a culture of learning, and rely on teamwork.

Professional: We strive for excellence, not perfection. We act with integrity and accountability and expect the same from those with whom we work.

Inclusive: We welcome different perspectives and encourage healthy debate and discussion. We acknowledge that we might not always agree and are *a stronger organisation because of our differences*.

Curious: We are innovative and creative. We encourage evolution, embed a growth mindset, embrace experimentation, and learn from the world around us



Job Title: Ticketing Administrator

Reports to: Ticketing Managers

Team: Audiences

Job Description and Deliverables

- Liaise with internal departments such as artist management, media, and development, as well as external companies to facilitate their ticketing requests
- Manage ticketing hold allocations
- Assist with event configuration on the Edinburgh International Festival's ticketing system (Spektrix), ensuring that all performances have been built accurately prior to going on sale
- Ensure all ticketing inboxes are managed and kept up to date
- Attend departmental meetings when required
- 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
- Fulfil additional administrative duties to support the ticketing management team as required

Skills Specification

Required of all Employees

- High standard of written and verbal communication, with demonstrable ability to communicate effectively and professionally, in both written and verbal format
- Proven ability to manage workload and deadlines, in a way that prioritises successful delivery of individual and team objectives (Time management and organisation)
- Effective interpersonal and collaboration ability; able to build rapport and work in a team with colleagues and across the organisation (Interpersonal and collaboration skills)
- Comprehensive, fast and accurate IT skills in Microsoft Word, outlook, Excel and PowerPoint



- Passion for the performing arts, specifically in performing arts for which our festival is a world stage

Essential for the Role

- Previous experience working in a box-office, arts venue or festival environment
- A high level of accuracy and organisational skills
- A proactive approach to prioritising your workload and meeting tight deadlines
- Excellent written and verbal communication skills
- Good working knowledge of Microsoft Office

Desirable for the Role

- Working knowledge of Spektrix or other ticketing systems

About the Role

The role of the Ticketing Team Leader is to support the Ticketing 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.

Working Days/Hours: Guaranteed minimum of 20 hours per week, with the opportunity to take on increased hours during peak times especially during our on-sale period and immediately before and during the Festival.

Work Pattern: Working hours will fall within standard office hours which are 9.30am-5.30pm, Monday to Friday. At peak times, and particularly immediately before and during the Festival it will be necessary to work outside of these standard hours and at



weekends. Shifts are allocated on a rota basis and will be issued with a minimum of one week's notice.

Contract Type: FTC 26 January – 12 September 2026

Hourly rate: £14.10 per hour

Benefits: [EIF-Employee-Benefits.pdf](#)

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.