



## **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 Team Leader**

**Reports to: Ticketing Managers**

**Team: Audiences**

**Job Description and Deliverables**

- 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

**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, 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

#### 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.