



EDINBURGH INTERNATIONAL FESTIVAL

TICKETING TEAM ASSISTANT

Job Title: **Ticketing Team Assistant**

Reports to: **Ticketing Team Leader**

JOB PURPOSE

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

We believe that being inclusive and diverse across all areas of our work helps us bring the best international festival to Edinburgh. 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 committed to equality of opportunity and welcome applications from individuals, regardless of their backgrounds and life experience.

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.
- Fulfil internal ticketing requests as required.
- Maintain customer accounts with up-to-date information.
- Ensure adherence to the company's data protection policies and procedures.
- Batch print tickets, preparing for posting and event collection.
- Ensure secure cash handling, signing off personal takings at the end of shift.
- Remain fully up to date with all box office procedures.
- Fulfil additional administrative duties to support Ticketing Team Leaders 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.
- Confidence to proactively up-sell and cross-sell over the phone and in person.
- Good working knowledge of Microsoft Office.

Desirable

- Working knowledge of computerised ticketing systems.
- A passion for live performance and the arts in general.

Additional Information

The Festival ticketing team will initially be between three and six staff, rising to 20 during peak festival/event booking times.

Some Festival events will be staged at venues around the city, and on-site working may be required.

Terms and Conditions

Rotas are created a fortnight in advance, and you will be asked to let us know your availability prior to this. Shifts will be allocated to each staff member based on this availability.

Shifts are a minimum of four hours. A typical shift pattern would be 9.45am – 2pm, 1pm – 5.15pm. Other shift patterns may be considered. During the three-week duration of the Festival, more shifts will become available between the extended hours of 9.00am to 9.00pm.

Contract type	Temporary (minimum 16 hours per week) 10 May 2021 until 29 Aug 2021.
Salary	£9.50 per hour
Holiday entitlement	12.1% holiday pay.
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.