



Job Description

Job Title: **Box Office Supervisor**
Type: PAYE Fixed Term Contract, Variable Hours
Responsible to: Brighton Fringe Box Office Manager & Assistant Box Office Manager
Salary: £12.00 ph

Job Purpose

To work as part of and help supervise an effective sales team, providing efficient ticket sales and information services for Brighton Fringe 2024 and to provide, and maintain, a high degree of customer satisfaction.

Key Responsibilities

- To provide an efficient box office sales service operating a computerised ticket system (currently Eventotron) over the phone and face to face
- To answer all enquiries received at the Box Office relating to events taking part in the Brighton Fringe
- To maintain and nurture relationships with regular Brighton Fringe attendees, encouraging casual and new attendees to visit on a more regular basis
- To help provide statistics relating to sales, specific offers and promotions when required
- To input and update event listings and details as required
- To reconcile and record transactions on a daily basis
- To make a positive contribution to the work of the Box Office team and Company as a whole
- To carry out any other tasks which may be reasonably required by the Box Office Manager, Assistant Manager or Senior Management team
- To implement all Brighton Fringe policies and procedures such as the Health and Safety and Equalities policy and ensure this underpins all other practices, policies and procedures
- To undertake any other duties in line with the responsibilities of the post as requested by the Box Office Manager, Managing Director or board of trustees.

Person Specification

ESSENTIAL

- Experience of working in a Box Office or Customer Service environment
- Computer literate
- Excellent communication skills
- Good customer care skills
- Money handling experience
- Excellent telephone manner
- Willingness and flexibility to work evenings, weekends, and public holidays, as required
- Knowledge of, or interest in, the Festival/Arts sector
- Ability to work calmly under pressure

DESIRABLE

- Knowledge of Eventotron ticketing system
- Familiarity with Fringe Festival ticketing model

- Box Office-specific Customer Service experience
- Active interest in the performing arts

HOURS

Variable Shift Work, to include evening and weekend work as scheduled and as and when directed by management.

Proposed working schedule:

Late April – Up to 2 days a week

3rd May to 2nd June – 3-5 days a week

Please note, this is a proposed schedule and days may be reallocated depending on workload.

Your Application

To apply, please complete the application form and send to Ben Pearson via email to boxoffice@brightonfringe.org

Or post to: Pier Werks, 21-22 Old Steine, Kemptown, Brighton, BN1 1EL

Deadline for applications: 7th April

Interviews: w/c 8th April

Start date: w/c 22nd April

Brighton Fringe is a company limited by guarantee and registered with the Charity Commission. We are an equal opportunities employer.