



## **Job Description**

Job Title: Deputy Box Office Manager  
Type: PAYE Fixed Term  
Responsible to: Box Office Manager  
Salary: £13.60 per hour + Holiday Pay (12.07%)

### **Job Purpose**

To assist and deputise for the Box Office Manager in the smooth running of ticketing services. Including maximising income from tickets and other sales, managing staff and providing excellent service to all customers, artists and venue managers.

### **Key Responsibilities**

- Support in the setup of the Fringe Box Office using Eventotron SSBO ticketing software.
- Assisting day to day management of box office operations in the lead up to the festival which includes proofing events,

- adding events to the website (Wordpress) and troubleshooting queries from customers, artists and venue managers.
- Assist in overseeing and updating allocations of Fringe tickets as requested by venues.
  - Assist the Box Office Manager in managing relationships with all clients, including all Fringe venues and artists.
  - Helping train box office team in the run up to the festival.
  - Assisting with the set-up of physical box office pre-festival.
  - Leading on supervising festival box office staff and deputising for the Box Office Manager on occasion during the festival, acting as the escalation point in the absence of the Box Office Manager when handling customer queries.
  - Promoting additional products/add-ons for customers, along with communicating Brighton Fringe charity status and donation option – to maximize income potential.
  - Actively sharing knowledge of events, recommending events and promoting the festival in general.

## **Other Duties**

- Implement all Brighton Fringe policies and

- procedures such as the Health & Safety and Equalities policy and ensure this underpins all other practices, policies and procedures.
- 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 environment
- Experienced in using computerised ticketing systems
- Knowledge of, or interest in, the Festival/Arts sector
- Familiarity with Fringe Festival ticketing models
- Excellent written and verbal communication skills
- Excellent customer service skills
- Good Microsoft Office experience (especially Outlook and Excel)
- Generally good overall IT abilities and able to

- learn new systems quickly
- Ability to work accurately under pressure
  - Willingness to work evenings, weekends, and public holidays, as required (especially throughout the festival 2<sup>nd</sup> May to 1<sup>st</sup> June 2025)
  - Ability to manage people and work as part of a team

## **DESIRABLE**

- Experience of working for a not-for-profit organisation
- Knowledge of Brighton and Hove area, especially event venues
- Knowledge of Website Wordpress
- Knowledge of Eventotron ticketing and registration system

## **Proposed working schedule**

March 2025 to April 2025 – 2 to 3 days per week  
(Monday to Friday)

May 2025 to June 1st, 2025 – 5 days per week  
(Monday to Sunday)

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

## Benefits

- Platinum Friends of Fringe Membership (worth £200) More Info [Here](#)
- One free event registration for Fringe Festival 2025
- Potential to attend selected Fringe events free of charge

## How to Apply

To apply, please complete an application form on the [Work With Us](#) page on our website. We will not accept CVs for this position.

Applications should be sent to Brighton Fringe at

[info@brightonfringe.org](mailto:info@brightonfringe.org) or posted to: Brighton Fringe

Ltd, Office 4 at The Old Court House, 118 Church Road,

Brighton BN1 1UD

**Deadline for applications:** 12pm, Wednesday 19<sup>th</sup>

February 2025

**Interviews:** w/c 24<sup>th</sup> February 2025

**Start date:** w/c 24 March 2025

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