

Job Title: **Box Office Supervisor**

Type: PAYE Fixed Term Contract, Variable Hours

Responsible to: Box Office Manager & Deputy Box Office Manager

Salary: £12.60 per hour + Holiday Pay (12.07%)

### **Job Purpose**

To work as part of an effective sales team, providing efficient ticket sales and information services for Brighton Fringe 2025 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 (Eventotron SSBO) 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 and to assist in managing and troubleshooting a variety of queries from customers, artists and venue managers
- To create and nurture relationships with Brighton Fringe audiences, encouraging casual and new attendees to visit on a more regular basis.
- Promoting additional products/add-ons for customers, along with communicating Brighton Fringe's charity status and donation options to maximize income potential.
- To maintain positive relationships with artists and venue managers and assist in updating event details where required.
- To help provide statistics relating to sales, specific offers and promotions when required.
- Actively sharing knowledge of events, recommending events and promoting the festival in general.
- To make a positive contribution to the work of the Box Office team and Company as a whole.
- 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 Managers, Managing Director or board of trustees.

## **Person Specification**

### **ESSENTIAL**

Experience of working in a Box Office or Customer Service environment

Excellent written and verbal communication skills

Excellent customer service skills

Good technical ability

Experience with Microsoft Office (especially Outlook and Excel)

Good telephone manner

Money handling experience

Ability to work effectively as part of a team

Knowledge of, or interest in, the Festival/Arts sector

Ability to work calmly and accurately under pressure

Willingness to work some evenings, weekends, and public holidays, as required (especially throughout the festival 2nd May to 1st June 2025)

### **DESIRABLE**

Knowledge of the Brighton and Hove area, especially local venues

Active interest in the arts sector or performing arts as a whole

Knowledge of Eventotron ticketing and registration system

Familiarity with Fringe Festival ticketing model

Box Office-specific Customer Service experience

### **HOURS**

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

#### **Proposed working schedule:**

Late April to June 1st - Approx. 4 days per week (Monday to Sunday).

Working hours usually between 10am to 6pm, working 7.5 hours with an additional 30 minute unpaid lunchbreak.

Please note, this is a proposed schedule and days may be reallocated. There may be potential of additional hours dependent on Box Office workload.

## **Your Application**

To apply, please complete the application form and send to Elin Eaton via email to [boxoffice@brightonfringe.org](mailto:boxoffice@brightonfringe.org)

Or post to: Office 4 at the Old Courthouse, 118 Church Road, Brighton, BN1 1UD

**Deadline for applications: 7<sup>th</sup> April, Midday**

**Interviews: w/c 14<sup>th</sup> April**

**Start date: w/c 28<sup>th</sup> April**

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