



## Box Office & FOH Coordinator Job Description

The **Edinburgh Jazz & Blues Festival (EJBF)** is Scotland's flagship jazz and blues event, attracting audiences of 55,000 people with a distinctive, world class programme that appeals to a broad range of the public. In addition to its programme of around 110 concerts over ten days annually in late July, the festival produces the Edinburgh Festival Carnival, Mardi Gras, and has a year-round programme of learning and participation activity and concerts.

[www.edinburghjazzfestival.com](http://www.edinburghjazzfestival.com)

We are looking for temporary **Box Office & FOH Coordinators** to manage the box office and front of house for our concerts in the St Bride's Centre in Dalry across the run of the festival.

## Duties and Responsibilities

- Welcoming audiences to the venue and managing customer journey while offering excellent customer service.
- Operating our on-site box office system.
- Working to the Venue Manager, coordinating the smooth running of each event, ensuring concerts go up on time and the audience experience is a positive one.
- Managing the venue print and wayfinding signage, ensuring the front of house areas and auditorium are clear and tidy, always adhering to Health & Safety guidelines.
- Dealing with any ticketing queries and communicating any issues to the centralised box office team.
- Maintaining the box office kit– making sure there is enough change for the float, and that scanners and credit card machines are charged and working correctly.
- Liaising with our volunteers to create the best experience for both audiences and artists, including coordinating on artist merchandising.
- Keeping an accurate record of any sales and communicating daily with the Marketing Manager on sales and guest tickets.
- When on the evening shift, assisting the Venue Manager with closing the venue safely and securely.

## Person Specification


We are seeking a dynamic and confident communicator with excellent customer service skills who can organise large groups of people and is comfortable scanning and selling tickets using our box office system, Red61.

## Essential Skills

- Experience of working box office or front of house.
- Highly organised with strong and proven administrative skills
- Excellent communication skills and attention to detail
- Excellent numeracy skills

## Job Details

Employed from 14-23 July, working approximately 7-hour days across the festival

Location:  St Bride's Centre, Dalry

Payment: £14 per hour

To apply, please send a CV, a cover letter outlining your suitability for the role, and a completed Equalities Monitoring Form to [paula@adjazz.co.uk](mailto:paula@adjazz.co.uk) Please mark your email Box Office/FOH Coordinator.

If you have any questions about the role, please email [paula@adjazz.co.uk](mailto:paula@adjazz.co.uk)

**Closing date for applications is Monday 5 June at noon. Interviews will be held later that week.**

We expect all employees to adhere to the Festival's Environmental and Equality, Diversity, and Inclusion Policies.

It is essential that all applicants are eligible to work in the UK.