

Venues and Companies Officer (permanent)

Closing date: 17:00 on Friday 16 January 2015
Interview date: Monday 26 January 2015
Start date: dependent on successful applicant

Background

The Edinburgh Festival Fringe is an open-access festival and is the greatest arts festival in the world. In 2014 over 25,000 participants staged over 49,000 performances of more than 3,100 shows with an estimated 2.1 million tickets issued.

The Edinburgh Festival Fringe Society is the company that organises the structure which underpins the Edinburgh Festival Fringe. The Society exists to advise, support and encourage all participants at the Fringe, to provide comprehensive information services, including ticketing, to its participants and the public, and to promote the entire Fringe as a festival in the context of Edinburgh and its other festivals. The aim for the Fringe Society is to assist audiences, performers and venues to navigate the challenges of their involvement and maximise the benefits of their visit to the Edinburgh Festival Fringe.

The Participant Services department offers advice, support and facilities to all participants, including performers, producers, companies, venues and Arts Industry professionals coming to the Fringe. We are seeking to appoint an experienced individual to the position of Venues and Companies Officer, reporting to the Venues and Companies Manager.

The Edinburgh Festival Fringe Society is committed to reducing its environmental impacts in its everyday operations. We are also committed to maintaining the open-access policy of the Edinburgh Festival Fringe. We are an Equal Opportunity employer and welcome applications from all sectors of the community. We also participate in the Two Ticks – Positive about Disabled People scheme. We expect employees to support these commitments and to assist in their realisation.

Role and responsibilities

The successful candidate will perform a wide range of duties, including but not limited to:

- providing year-round advice and support to companies and venues who wish to participate in the Fringe
- assisting companies and venues with issues and problems, and where appropriate offering mediation or seeking support from the Venues and Companies Manager or Head of Participant Services
- providing information in response to visa and Foreign Entertainers tax enquiries from international companies and responding to requests for welcome letters
- managing and maintaining the venue registration section of edfringeware, the Fringe Society show registration database, and being the key liaison for venue managers, Box Office and Programme Production teams during registration
- gathering and collating information on venue accessibility and ensuring its dissemination

- working with the Box Office team to manage updates in edfringeware throughout the season
- supporting the writing and distribution of participant communications and bulletins
- updating participant guidance publications such as 'The Fringe Guide to Doing a Show' and working with the Web Content Manager to update and improve the participants and venues section of the website
- coordinating the distribution of venue boards in conjunction with the Marketing and Sponsorship Team
- coordinating the provision of sell-out laurels to participants
- assisting in the delivery of Fringe Central advice sessions
- supporting the seasonal recruitment of Fringe Central staff
- supporting the Venues and Companies Manager with the project management of community investment initiatives and the development and implementation of an accessibility strategy
- supporting the involvement of participants in Fringe Society events when required eg Friends of the Fringe receptions
- supporting the delivery of roadshows and venue managers' meetings and minute taking as required
- providing data and narrative for festival launch programme, annual report and supporting the development of media releases when required
- reviewing and summarising participant survey data and feedback
- undertaking any reasonable duties as requested by the Venues and Companies Manager or Head of Participant Services

Person specification

Essential

- Excellent organisational and time management skills and ability to prioritise conflicting demands across a varied workload
- Creative and flexible in response to problem solving
- Thorough, accurate and with excellent attention to detail
- Strong communication and presentation skills
- Experience of working with a wide range of partners and stakeholders
- A thorough understanding of the Fringe Society's role
- A good working knowledge of Microsoft Office
- Experience of working at the Edinburgh Festival Fringe or similar open-access organisations

Desirable

- Previous experience of working to sustainability, accessibility or community engagement policies and/or practices
- Basic database experience
- Ability to speak a foreign language

Salary and benefits

The salary for this post is £22,000 per annum, plus contribution towards a personal pension. 28 days holiday per year plus 6 public holidays.

Normal working hours are 10:00 to 18:00, Monday to Friday. Some additional evening and weekend work may be required, particularly in the run-up to and during the festival period. There is no overtime entitlement, but the Society does maintain a TOIL policy.

Application

Please download and read the relevant How to Apply document. If you have any further questions, please email recruitment@edfringe.com.