



# Box Office Manager

Job Pack

October 2025



## About Brighton Fringe

### Our Timeline

1967

Brighton Festival is established (with the Fringe existing within it – sometimes known as “Umbrella”, “The Open” and “Fringe”).

Brighton Festival Fringe becomes official.

2002

Brighton Fringe celebrates its 20th year (based on when we became independent from Brighton Festival).

2025

2006

Board of directors (independent from Brighton Festival) founded and Brighton Fringe Festival Ltd is born.

We drop the ‘festival’ to become Brighton Fringe Ltd.

2011

2026

‘Make it Yours’ will be the theme of our upcoming Festival. Planned for 1<sup>st</sup> - 31<sup>st</sup> May 2026.

The Future....

# About Brighton Fringe

The aim of Brighton Fringe is to stimulate, educate and entertain by providing a platform for a wide range of artists to showcase their work. We don't impose selection criteria or artistic judgement on who can or can't participate – we are a true open access festival. Anyone can put on an event and be included in the listings simply by paying the registration fee or being awarded a bursary, which contains free registration! Brighton Fringe is made up of its participating artists, venues and audience.

As an organisation we are there to support those artists – which includes performers, writers, producers, technical team, and anyone who makes a show happen. We support venues by facilitating simple ways for venue managers to communicate with artists, via Eventotron, and providing advice and hosting monthly meetings.

We help audiences find our events, we support artists first with a range of marketing tools including our website, social media highlights and a range of print advertising that is put up across the city. The festival can encompass any art form and we encourage artists, organisations and venues to innovate unusual and diverse art.





# Staff Values



## Teamwork and Collaboration

We love to work as a team.

We solve problems with each other.

We overcome challenges together.



## Accountability and Growth

We own our words and our actions.

We learn from our mistakes.

We take pride in how we act on behalf of the company.



## Care and Well-being

We prioritise our well-being.

We care for one another.

We protect our peace.

We create and maintain a safe environment for all.



## Respect and Inclusivity

We respect different opinions.

We uplift underrepresented voices in our work.

We speak openly about our boundaries and respect them.



## Recognition and Appreciation

We celebrate the wins, inside and outside the office.

We are valued by the company, each other and our stakeholders.

Created by the staff team, April 2025





# Staff Benefits

**BRIGHTON  
FRINGE.**

Staff social  
events

Christmas office  
closure (up to 4 days  
additional paid leave)

1x Free Brighton  
Fringe registration

Flexibility & hybrid  
working

28 days annual  
leave, inclusive of  
bank holidays

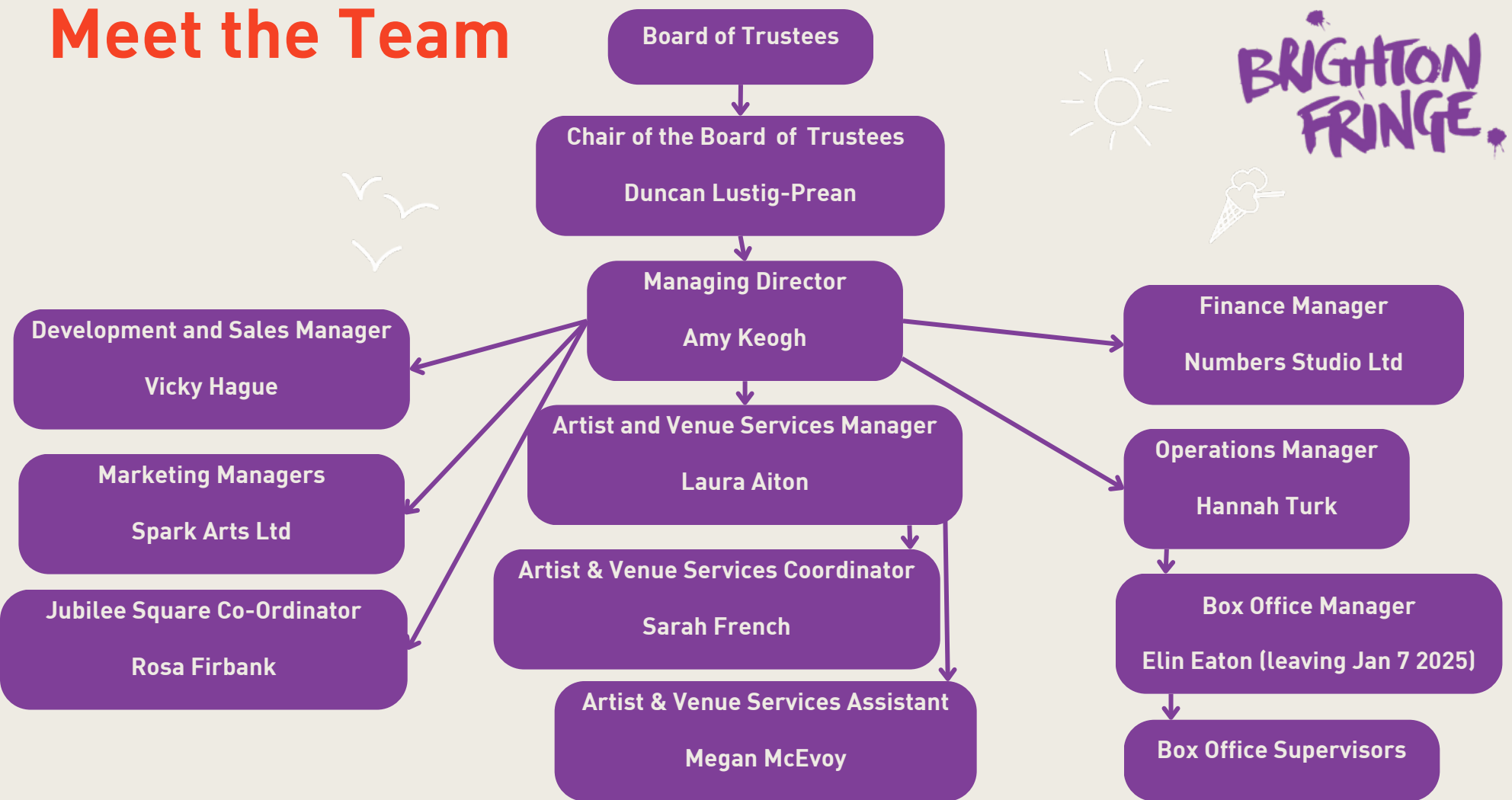
Up to 3 professional  
development days

Platinum Friends of  
Fringe Membership  
(Worth £200)

Staff ticket subsidy to  
be spent on May events



# Meet the Team





# Summary of the Role

The Box Office Manager oversees all aspects of box office operations, using tools like Eventotron SSB0, WordPress, and spreadsheets to maximise income and efficiency. This key role includes recruiting and managing the seasonal Box Office team.

This role will be majority based in Fringe's central Brighton office. During May, it is likely you will be mainly on-site at our pop up box office.

Applicants must have availability for the duration of April and May each year.



**£26,000 to 27,000**

Per annum pro rata,  
dependent on experience.



## Combination

July to February = 3 days  
per week (22.5 hrs)

March to June = 5 days per  
week (37.5 hrs) with  
evening & weekend  
required





# Job Description

The Box Office Manager plays a central role in the delivery of Brighton Fringe, overseeing the full life cycle of our ticketing and audience services. Working closely with artists, venues, developers, and the wider Fringe team, the role spans from shaping registration systems and managing on-sales, through to leading the Box Office team during the festival itself. This position is both strategic and hands-on, combining planning, technical coordination, customer service, and team management to ensure a smooth, accessible, and welcoming experience for audiences and artists alike.

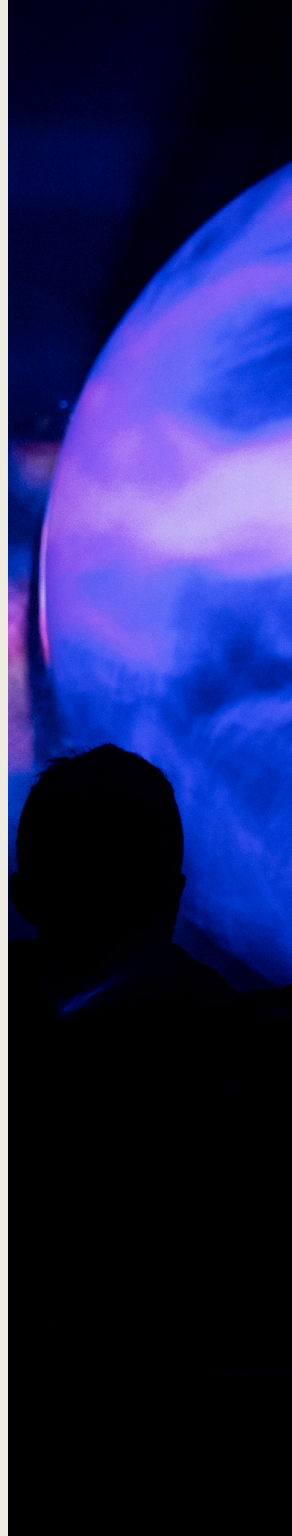
## Key Duties and Responsibilities

### 1. Box Office Operations

- Lead the set-up and management of Brighton Fringe Box Office (online, phone, and in-person).
- Monitoring box office queries via shared inbox and phone on a daily basis.
- Negotiate and manage relationships with external box office system providers, ensuring smooth integration with all departments.
- Oversee all ticketing processes, including event/venue setup, amendments, reallocations, refunds/exchanges, and complaint resolution.
- Finalise and manage Box Office festival location, budget, equipment, and utilities.
- Provide Eventotron training (e.g., Door Tool) and support to venues/artists when necessary.

### 2. Staff Management

- Recruit, induct, and manage the Box Office team (Deputy Manager, Supervisors, and staff) within assigned staffing budgets.
- Create rotas, oversee training (e.g., accessibility, GDPR, safeguarding, systems, customer service), and provide pastoral care.
- Maintain up-to-date staff guides, ensure excellent customer experience, and motivate team performance.
- Lead post-festival debrief with team, collating feedback for the Operations Manager.



# Job Description continued

## 3. Friends Scheme & Income Generation

- Administer, develop, and promote the Friends of Fringe scheme in collaboration with Marketing and Development.
- Manage upselling of memberships, donations, gift vouchers, advertising options, and merchandise sales, meeting agreed income targets.
- Disseminate reports to the Board, develop and evaluate audience/Friends feedback, and implement improvements.
- Ensure staff promote Brighton Fringe's charity status and actively encourage donations at point of sale.
- Monitor and oversee all income targets within the annual budget.

## 4. Financial Management & Reporting

- Monitor and report on all Box Office income streams (ticket sales, Friends scheme, vouchers, merchandise).
- Manage expenditure budgets, projections, and financial reporting to the Managing Director and Board of Trustees.
- Provide artists with sales reports and support settlement statements in collaboration with the wider team.
- Collate and analyse sales data to support funding bids and audience development strategies.

## 5. Technical & Digital

- Support annual set-up of registration forms and box office systems (Eventotron, SSB0)
- Oversee event uploads, presales, access filters, and integration with the website.
- Manage website maintenance and development, working with developers on performance.
- Lead technical testing of website, troubleshooting issues, and liaising with developer to resolve issues and deliver improvements.
- Maintain data accuracy in the customer database in order to contribute to marketing, sales and development strategy.



# Job Timeline

A typical year for the Box Office Manager has been summarised below. The key duties, in chronological order.

## September – December

- Support Artist & Venue Services with registration form development for artists and venues.
- Collaborate with website and ticketing system developers to prioritise tasks and implement improvements.
- Collate, update, and maintain website content for the upcoming festival.
- Develop audience engagement and income schemes (e.g., Friends of Fringe memberships).
- Proof, prepare, and upload registrations; plan Box Office setup, staffing levels, and manage out-of-season event ticket sales.

## January – March

- Meet with outdoor pop/up Fringe venues to assess Box Office needs
- Confirm festival box office location, roles, pay, and budget.
- Draft rota, advertise, interview, hire, and induct Deputy Box Office Manager.
- Proof event listings for brochure deadline; upload events for March on-sale.
- Carry out technical tests with Eventotron/BozBoz; order required Box Office equipment.
- Recruit and train Box Office Supervisors; organise full team training.

## April – August

- Facilitate pre-Fringe meetings between Eventotron and BozBoz; prepare equipment and run training for venues/artists.
- Oversee pre-Fringe Box Office, risk assessment, and provide support for Awards planning.
- Manage Box Office team during the festival, ensuring smooth day-to-day operations.
- Lead post-Festival debrief with team and stakeholders; support Operations Manager with PPL/PRS reporting.
- Create annual overview, evaluate outcomes, and plan improvements for the next year.



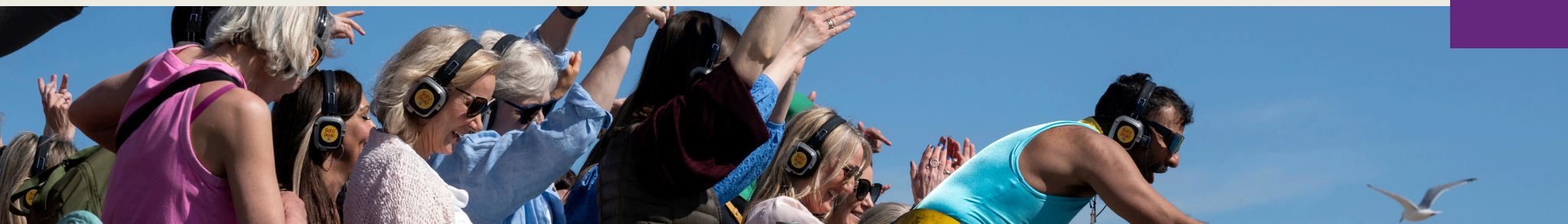
# Person Specification

## Essential

- Experience of working with computerised box office systems
- Experience with website platforms (WordPress)
- Excellent communication and customer service skills
- Experience of managing people
- Excellent organisational and administration skills
- Sound numeracy skills and cash handling experience
- Good knowledge and understanding of the arts sector
- Knowledge of fringe festivals in the UK and internationally
- Ability to work independently when required
- Able to work flexible hours (weekend and evening)
- Ability to work accurately under stress and meet deadlines within a fast paced, busy environment
- Very proficient using; Word, Excel, Outlook, Adobe, Microsoft Sharepoint or similar
- Ability to commit to Brighton Fringe's Vision and Mission statements.

## Desirable

- Knowledge of Eventotron Super Simple Box Office system
- Experience of Brighton Fringe, whether as a participant, venue, arts industry professional or audience member
- Experience managing a department budget and staff rota
- Local arts industry knowledge or experience
- Event management and events experience
- Experience of working for a not-for-profit organisation
- Experience using InDesign, Canva or similar.



# Application Process



## Your Application

Email your completed application form by  
10am, Monday 3<sup>rd</sup> November 2025 to [info@brightonfringe.org](mailto:info@brightonfringe.org)



## Interviews

Stage 1 Interviews will take place on the  
10<sup>th</sup> and 11<sup>th</sup> November 2025

Stage 2 Interviews will likely be on the  
17<sup>th</sup> and 18<sup>th</sup> November 2025



Start Date  
January 5<sup>th</sup> 2026



For any questions about this role, or to let us  
know about any accessibility requirements you  
have, please email [info@brightonfringe.org](mailto:info@brightonfringe.org)

**APPLY  
NOW**

