



Job Description

Job Title:	Deputy Box Office Manager
Type:	PAYE Fixed Term
Working Days:	March to April = 2 days per week (Monday to Friday), May = 5 days per week (Monday to Sunday)
Responsible to:	Box Office Manager
Salary:	£13.89 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 2nd May to 1st 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

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