

EDINBURGH SCIENCE FESTIVAL

Job Description

JOB IDENTIFICATION

Job title: Front of House Assistant

Responsible to: Staff and Project Manager/Assistant Staff Manager

Last Update: January 2026

JOB PURPOSE

As a Front of House (FOH) Assistant with Edinburgh Science Festival, you will form part of the team ensuring high quality customer service support at our venues and events across the city. This will include our flagship family venue – The National Museum of Scotland as well as various festival venues across Edinburgh. Our Front of House team help children prepare for activities (where necessary) and are crucial to ensuring the smooth running of events. The FOH team will be the face of the Science Festival and will be knowledgeable, helpful and confident in dealing with the public.

This role makes a real difference to the experience of children, families and adults at the Festival. As the Festival only runs for a short time, we depend on our staff being reliable and committed to the role for the full festive period.

SCOPE & REQUIREMENTS OF THE ROLE

- Attend training in advance
- Assist with FOH operations in designated venue across the run of the festival and potentially for some pre-festival events (*see dates under 'Further Information'*).
- Shift timings vary from day shifts in the family programme to evening shifts in the adult programme
- Assist with visitor capacities
- Work as part of a team; team sizes from 1-16
- Assist with greeting customers and other duties within the venue during the festival

KEY RESULT AREAS

- Familiarisation with the Science Festival programme and ability to discuss confidently
- Participation in Front of House team training
- Successful assistance with Front of House operations during the Festival in designated venue
- Successful fielding of customer questions and responding appropriately to any complaints
- Control of ingress and egress of visitors to the venue
- Successful liaison with the Box Office team to ensure smooth running of ticketing system for events

MAIN TASKS

- Attend all required Front of House and staff training sessions
- Assist in setting up venue
- FOH duties: These include, but are not limited to, checking tickets and greeting the public at venue entrances, queue management, providing information and assistance to the public, cloakroom cover, closing shows and liaising closely with the Box Office team, helping children get ready for events
- Event staging: Assisting with event staging, setting up and assisting with AV equipment, running microphones and other duties associated with delivering shows/talks, helping host visiting speakers and guests
- Management support: The post-holder will assist the Front of House Supervisor/Assistant Staff Manager in ensuring a high level of customer service is maintained, and will be responsive and aware of the needs of visitors and colleagues
- Troubleshooting: Dealing efficiently with any problems, queries and complaints arising from the public in the first instance and elevating these where necessary to the Front of House Supervisor/Assistant Staff Manager. Generally assisting Edinburgh Science Festival staff, especially Science Communicators, to perform their roles effectively and feeding back any problems arising to management
- Familiarity with the Science Festival programme of events is essential
- Representing the high standards of Edinburgh Science at all times

COMMUNICATIONS AND RELATIONSHIPS

Internal:

- Team Leaders
- Assistant Staff Manager, Staff Management Team and Production Manager
- Front of House Supervisor/Front of House Team
- Other Creative, Event Development and Production Staff (either permanent or temporary)
- Science Communicators
- Box Office staff

External:

- Venue staff in operating venues, guests of the Festival

KNOWLEDGE AND EXPERIENCE, QUALIFICATIONS, TRAINING AND SKILLS

We are looking for outgoing people who are excellent communicators to work with both our adult and family programme. We require effective and confident individuals, with the ability to work within close-knit teams and provide support to Front of House Supervisor/Assistant Staff Manager within Edinburgh Science Festival venues. These teams will vary in size.

Essential:

- FOH experience
- Good communication skills
- Confidence and experience in speaking with members of the public in a customer service setting
- Quick learner
- Good team working skills
- Calm under pressure
- Excellent organisational skills

Desirable:

- Front of House/events experience in previous Edinburgh Science Festival setting or other festival environments
- Experience of working with children

OTHER CONDITIONS

Edinburgh Science is committed to ensuring that:

- We are an exemplar organisation in the way we embrace environmental sustainability. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day-to-day activities and adhere to Edinburgh's policies on sustainability, waste, resource usage and carbon reduction.
- We uphold the principles of equality, fairness & diversity.
- We all work within a safe environment and adhere to good standards of health & safety.
- All information is protected and managed appropriately.
- The role may include some unsocial hours including evenings and weekends.

FURTHER INFORMATION

Important dates:

- **Applications close:** 11:59pm, Sunday 15 Feb 2026
- **Planned interview period:** Monday 23 Feb – Friday 27 Feb 2026
- **FOH training (mandatory):** Saturday 21 Mar 2026 (subject to change)
- **Pre-festival event:** Thursday 2 Apr 2026
- **Festival live:** Saturday 4 – Sunday 19 Apr 2026
- **Schools Programme:** Tuesday 21 – Thursday 23 Apr 2026

Please note that this role includes a mixture of day, evening, and weekend shifts. The contract will cover approximately 35 hours across the period Thursday 2 April to Thursday 23 April 2026, with a minimum call time of 3 hours.

Applicants should have flexible availability and be prepared to work throughout the full festival period. Shifts may take place at more than one venue and will include evening and weekend work. All staff will receive a building tour and health and safety briefing before their first shift.

There will be some flexibility in interview scheduling. Candidates will be able to self-select a suitable time slot, and all interviews will be conducted online.