EDINBURGH SCIENCE
Job Description

JOB IDENTIFICATION
Job title: Assistant Box Office Manager (Edinburgh Science Festival 2027)
Pay: £16.50 per hour
Duration: Temporary, fixed-term contract, 25 January–25 April
Hours: Initially part-time (4 days a week), increasing from mid-February
Work Location: Edinburgh
Duration: Fixed-term contract 25 January – 25 April 2027
Responsible to: Marketing and Communications Manager
Last Update: November 2026

JOB PURPOSE

Edinburgh Science is renowned for its dynamic and diverse array of events, engaging a broad spectrum of audiences with the wonders of science. Integral to our operations, the Assistant Box Office Manager will ensure seamless ticketing processes, provide exemplary customer service standards, and efficiently handle financial transactions. The post-holder will lead the box office team to achieve our objectives, to ensure the successful execution of our flagship event – Edinburgh Science Festival and to enhance the overall experience for our audiences.

KEY RESULT AREAS

Effective Management in Ticketing Services: Achieve seamless box office operations for pre-Festival and Festival periods, marked by efficient booking line management, effective staffing, and thorough preparation of event and ticketing data.

Technical and Operational Excellence: Collaborate with Marketing and Communications team for a robust ticketing system, ensuring seamless website integration and efficient sales point setup. Successful outcomes include strong technical performance and proactive issue resolution.

Superior Customer Service and Engagement: Excel in resolving ticketing-related customer challenges, maintaining exceptional satisfaction levels. Key indicators include efficient handling of show cancellations and effective customer communication.

Optimised Financial and Resource Management: Ensure secure, compliant financial transactions and timely, clear sales reporting. Success is measured by accurate financial handling and contributions to decision making based on customer feedback analysis.

MAIN TASKS

Management of Ticketing Services:

- Lead the box office operations during pre-Festival and Festival periods, ensuring efficient handling of the Box Office booking line, the smooth running of web and in-person sales
- Recruit, train, schedule, and manage a team of approximately three box office staff to maintain optimal staffing levels on all shifts
- Oversee the Box Office booking line during operational hours, taking calls or arranging rota cover
- Manage setup of event and ticketing information (dates, venues, capacities, pricing) for timely launch readiness

Technical and Operational Oversight:

- Collaborate with the Marketing and Communications Manager to implement and maintain the ticketing system, including website integration, customer database, and POS applications
- Facilitate testing and integration between the ticketing system and website.
- Coordinate with the team to set up sales point infrastructure, including network connections, payment devices, and box office handsets, and participate in pre-launch testing
- Provide troubleshooting support during sales periods and manage external technical assistance as needed

Customer Service and Engagement:

- Address and resolve ticketing-related customer service issues
- Manage event cancellation communications and support booking process-related customer interactions

Financial and Resource Management:

- Oversee sales transactions, ensuring adherence to compliance standards, training on these procedures will be given
- Work with the finance team to facilitate cash sales on-site where required and ensure secure and compliant cash handling

Communication and Reporting:

- Monitor and report on daily sales, analysing patterns and providing insights to the team
- Prepare regular reports on customer feedback as required by the Marketing and Communications Manager
- Arrange ticketing reports for third parties, provide ad hoc sales updates

Marketing and Promotion:

- Partner with the marketing team to promote events and offers
- Help develop ticket pricing strategies and manage discounts and comp ticket distribution

Contribution to the Marketing and Communications Team

- Support the Marketing and Communications team with ad hoc tasks as required
- Contribute as a member of event staff on the ground in venues, taking part in event coordination, training and support of visitor experience as required
- Support press and PR activity as required

COMMUNICATIONS AND RELATIONSHIPS

- Marketing and Communication, Development and Programming team members
- External project partners, clients and suppliers
- External customers

KNOWLEDGE AND EXPERIENCE, QUALIFICATIONS, TRAINING AND SKILLS

Essential

- Demonstrable experience in a customer service role
- Demonstrable experience in delivering ticketing operations and event set-up
- Demonstrable supervisory experience
- Proficiency in Microsoft Office suite including Excel
- Excellent communication and interpersonal skills
- Experience in reporting on project performance to senior management

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Desirable

- Experience of a Festival or live events environment
- Experience of Spektrix
- Experience of event management

OTHER CONDITIONS

The role could involve some unsocial hours during or approaching periods of event delivery.

The role will work to a rota immediately prior and during the live Festival dates, days off during this period 3–18 April will be agreed with line manager in advance and may not be weekend days.

25 January – 11 February: 4 days a week

8 February – 28 March: 5 days a week

29 March – 18 April: 6 days a week

19–25 April: 3 day week

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