

## Pleasance Theatre Trust - Role Pack

### Festival Registration Assistant November 2024

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### About Pleasance Theatre Trust

As a registered charity, the Pleasance Theatre Trust aims to create a compelling platform to discover, nurture and support fresh artistic talent from across the globe.

Operating year-round in London and in Edinburgh during the Festival Fringe in August, the Pleasance has become renowned for delivering an inspiring programme year on year that uniquely embodies the spirit of the Fringe.

Our London base houses 3 theatres, whilst Pleasance Edinburgh is home to 23 performance spaces across 3 sites with an audience of over 500,000 across 27 days.

As an educational charity the Pleasance is fiercely committed to developing opportunities to grow careers. In our team, experienced industry professionals stand proudly side by side with those just starting out. Together they support the artists on stage, visiting audiences, and each other.

The Pleasance is a hub of creativity which cultivates the brightest new ideas, raw talent and skills.

Join us.

*The Pleasance Theatre Trust is a registered charity - charity numbers 1050944 (England & Wales) and SC043237 (Scotland).*

## About the Role

<b>Role:</b>	Festival Registration Assistant
<b>Department:</b>	Marketing
<b>Line Manager:</b>	Head of Marketing
<b>Key Relationships:</b>	Digital Marketing Coordinator, General Manager, Operations Coordinator, Box Office Manager, Head of Comedy, Head of Theatre

## Role Description

The Festival Registration Assistant plays a key role during the run-up to the Edinburgh Festival Fringe, under the Digital Marketing Coordinator they will act as one of the primary points of contact for all performing companies within the Pleasance's festival programme.

They will support the Digital Marketing Coordinator to register all shows within the Pleasance's festival programme, acting as a liaison between the Pleasance, the Fringe Society and the performing companies. They will provide performing companies with all relevant information needed ahead of their shows being put on sale and ensure that the programming, box office, marketing, operations and finance teams have all the information they need in order to fully process each show, working under the direction of each Head of Department.

Once registered, the Festival Registration Assistant will play an active role in proofing and amending all website and brochure entries for each show, tracking all changes and keeping the corresponding databases up to date. They will work particularly closely with the marketing department to help create and proof a wide range of promotional materials.

The Festival Registration Assistant will work closely with the wider team to manage correspondence with performing companies, sending operational updates and fielding enquiries. They will undertake pre-production work across a variety of departments, ahead of key festival team members assuming their roles. They will assist the press team in collating and filing assets and assist the box office team in gathering information for joint ticketing initiatives, such as EdFest and Love The Fringe. They will assist the operations team with festival recruitment, volunteer onboarding and the management of guest lists for various festival events.

Overall, the Festival Registration Assistant will always be on-hand with a positive can-do attitude, to assist with any and all administrative preparations for the festival, as and when needed by the full-time members of the team.

## Key Responsibilities

### *Registrations*

- Act as one of the primary contact for all performing companies, from the point of programming onwards Support programme registrations for Pleasance Edinburgh according to the agreed timeline and collate promotional assets for inclusion in the Pleasance and Fringe Society brochures
- Collate, log and keep updated performance information for each show
- Ensure clear communication between all departments regarding upcoming deadlines

### *Company Liaison & Asset Management*

- communications with performing companies to ensure relevant assets are received and proofed for use in promotional campaigns, according to the agreed timeline

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- Provide support to performing companies as needed
- Send regular updates to all performing companies and handle enquiries
- Distribute relevant information internally for feedback and sign off as required

## General

- Act as a representative of the Pleasance and its values

## Personal Specifications

### Essential Skills

- Excellent written and verbal communication
- The ability to work to strict deadlines
- Multitasking and maintaining composure under pressure
- Strong relationship management
- Well organised, with good attention to detail
- Knowledge of and interest in the arts

### Desirable Skills

- Experience working with artists, performing companies and promoters
- Ability to efficiently manage, input and organise large amounts of data
- Experience of working with data management software

## Contract Terms

<b>Contract Type:</b>	Fixed term part time (4 days per week)
<b>Period of Engagement:</b>	January 2025 - May 2025
<b>Salary:</b>	£360 per week
<b>Place of Work:</b>	London
<b>Schedule of Work:</b>	32 hours per week
<b>Right to Work:</b>	All applicants must have the right to work in the UK. If you are not a UK citizen and require additional visas or working permissions, please specify this in your application.

## How to Apply

### Application Timeline

**Deadline:** 5pm 4th December  
**Interviews:** w/c 9th December

To apply for this role, you can make one of the following applications:

- **In Writing:** A written application can be made by emailing your CV and a cover letter explaining your suitability to the role to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the role title and your name included in the subject line.
- **Audio:** An audio application can be made by emailing an .MP3 audio file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a

CV. Audio should be clear and easy to hear and understand. To submit an audio application email the file to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the role title and your name included in the subject line. If the file is large please use a file sharing site such as [www.wetransfer.com](http://www.wetransfer.com)

- **Video:** A video application can be made by emailing a .MP4 or .MOV video file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. There is no dress code for video applications. To submit a video application email the file to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the role title and your name included in the subject line. If the file is large please use a file sharing site such as [www.wetransfer.com](http://www.wetransfer.com), or upload a private video to a hosting site such as YouTube, Google Drive or Dropbox and send the link for viewing.
- Please can you also complete our [Equal Opportunities Monitoring Form](#) - all data is anonymised and stored in line with our GDPR Policy.

## Application Process

The process has two to three stages:

1. An application
2. Interviews for shortlisted candidates
3. Second round interviews for further shortlisted interviewees if deemed necessary

## How we assess your application

- Each application is assessed by someone who works in the team you are applying to - typically a manager with a knowledge of the requirements of the role. They will assess your application with a mixture of comments and scores for how closely they think you meet the requirements of the role. Requirements are outlined in the “What we look for in applicants” and “Role description” sections of this pack.
- The assessor will determine a shortlist of candidates for interview.
- You will be notified by email if you are shortlisted for an interview. Interviews take place in-person or online using Zoom.
- The interview will be conducted by 1 or 2 interviewers who have a knowledge of the requirements of the role. They will assess your interview with a mixture of comments and scores for how closely they think you meet the requirements of the role.
- If deemed necessary, a second interview will be conducted and will be an opportunity to discuss a particular area of the role in more detail.
- Due to the volume of applications received, we regret that we are unable to notify applicants that are not successful at the application stage or provide feedback.
- An update can be provided on the status of your application at any time by emailing [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk). We aim to reply to all enquiries within 7 days.

## If your application is successful

- You will receive an offer by email, confirming the terms and other relevant information.
- You will be invited to discuss any access requirements you have so we can discuss what adjustments can be made together.

- You are welcome to ask any further questions prior to accepting the offer.
- After you accept your offer, you will be sent a contract to sign and any other relevant information.

## Help

If you require help with your application you may contact us by:

- Email: [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk)
- Phone: +44 (0)207 619 6868

We aim to reply to all enquiries within 7 days.

## Equal Opportunities

At the Pleasance Theatre Trust we want our team to reflect wider society and welcome applications from all sections of the community - in particular from anyone currently underrepresented in the creative industries.

We welcome applications from everyone, regardless of background or social group. If you would like to have an informal discussion about any role available or anything in this pack before you submit your application please contact [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk).

You can also email to talk to us about your access needs. We discuss access with candidates at each step of the application process, so first we would discuss access for the application, then, if successful for the interview and then if successful, for the job.