

Front of House Staff

We are now accepting applications for the position of Front of House Staff for Bedlam Fringe 2026. This is an exciting opportunity to be part of the team running one of the city's most distinctive Fringe venues during the world's largest arts festival.

The Front of House team will be responsible for welcoming all visitors, selling and checking tickets, ushering patrons, answering questions regarding our programmed shows, and creating a warm atmosphere in the venue. The team is present before, during and after shows, aiding the movement of audiences in and out of the venue.

We're looking for applicants who have a keen interest in the Fringe and the performing arts, with experience in front of house operations and a collaborative approach to problem-solving.

Apply

To apply, please submit a CV and cover letter via [our application form](#) by 5pm 22th May. We will contact shortlisted candidates by 26th May, and interviews will take place on 1 and 2 June. Further information will be sent to shortlisted candidates. We strive to let all candidates know the outcome of their application within 2 weeks of the closing date. Read our [Candidate Privacy Notice](#) to find out how we look after your data.

We are an equal opportunities employer, and we welcome applications from all suitably qualified persons. We are committed to promoting equal opportunities in employment and encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination. Please note that in line with current UK law, all job offers will be subject to the right to live and work in the UK and we require all of our staff to be over 18 (due to licensing restrictions).

If you have any queries, please contact Andrew More (Venue Manager) at jobs@bedlamfringe.co.uk.

Compensation

This is a zero-hours position paid at £13.50 per hour plus a generous benefits package:

- Flexible hours and a fun, diverse and exciting work environment
- Holiday paid at 12.07% in September pay
- A Bedlam venue pass offering free standby access to shows at Bedlam Fringe and our partner venues
- Free First-Aid training and certification
- Staff party after festival

Availability

Front of House Staff must be available from 2 August for mandatory training until 2 September, with the option to start earlier from the 14th of July to help with additional venue setup. Training will include venue operations, health and safety procedures, crowd management, box office and ushering procedures.

During the festival (7–30 August), front of house staff can work approximately 40 hours per week with at least one full day off every week should they wish, however there is flexibility with

scheduling. Shifts will vary between 9:30–02:30am and are expected to be approximately 8 hours at a time. Scheduling will be finalised in early July.

Key Responsibilities

1. Welcoming both patrons visiting companies to Bedlam in an enthusiastic and helpful manner.
2. Assisting audience members by dealing with their questions and issues, ensuring their safety and comfort on the premises, and providing excellent customer service.
3. Being understanding and respectful of the needs and accessibility requirements of the patrons.
4. Checking tickets on entry to the auditorium, ensuring they are for the correct day and the correct show.
5. Managing queues and directing patrons to seats.
6. Selling tickets to patrons from the Box Office.
7. Sitting in on shows and ensuring audience members behave respectfully.
8. Providing accurate information and directions to patrons, responding quickly and positively to questions, requests, problems, or complaints.
9. Maintaining the general appearance, tidiness, and cleanliness of the Front of House areas including managing cleaning responsibilities around the building.
10. Collecting and keeping notes of any lost property.
11. Reporting any incidents or accidents to the Front of House Manager.

Key Relationships

1. The Front of House staff will work with and be line-managed by the FOH Duty Managers and Venue Manager.
2. The Front of House Staff will report directly to the Duty Manager on shift. Duty Management shifts will be filled by the FOH Duty Managers, Venue Manager, and Production Manager.

Essential Criteria

1. A dedication to delivering a genuinely world-class festival experience.
2. A positive attitude towards Bedlam and a strong desire to work with us and to help support future developments to reach consistent standards of excellence.
3. A strong commitment to furthering the experiences of the rest of the Front of House team and a desire to make a positive impact on the whole festival.
4. An interest in theatre and the performing arts.
5. Experience working in a team in a fast-paced environment.
6. Experience working in a public-facing setting.
7. Good communication and interpersonal skills, and the ability to build and maintain good working relationships.
8. A demonstrable ability to think on your feet and make quick decisions when necessary.
9. A willingness to learn new skills as required and undertake appropriate training.
10. Enthusiasm, self-motivation, imagination, and ambition.
11. Flexibility in terms of hours worked/shift pattern.

Desirable Criteria

1. Experience working at the Edinburgh Fringe or a similarly fast-paced theatre and/or comedy festival.
2. Familiarity with Bedlam Theatre and its unique working environment.

3. First aid or fire steward training