

The background of the entire page is a photograph of the Royal Lyceum Theatre building in Edinburgh at dusk. The building is a grand, classical-style structure with a prominent portico supported by columns. The name 'ROYAL LYCEUM THEATRE' is visible on the facade. The sky is a deep blue, and the building's windows are illuminated from within, creating a warm glow. The overall tone is professional and elegant.

The Royal
Lyceum
Edinburgh

Customer Service Assistants

Fixed term – 1 month

Edinburgh International Festival

Salary: £13.45 per hour

Hours: Ave 19hrs per week (3rd - 30th August)

Closing Date: Wednesday 24th June 2026 at 11.30pm

Customer Service Assistant

We're looking for enthusiastic, customer-focused Customer Service Assistants to join our team in August, supporting performances as part of the Edinburgh Fringe Festival.

You will love working with members of the public, be passionate about delivering outstanding customer service and enjoy working in a lively, fast-paced environment. As part of our Front of House team, you'll bring energy and initiative – engaging with audiences, maximising sales across all areas of the venue, and creating memorable moments that keep guests coming back.

You'll be confident behind the bar, serving drinks with speed, skill, and a smile, while spotting every opportunity to enhance the customer experience. You'll play a key role in welcoming audiences, assisting with seating and safety, and driving sales across our bars and merchandise points. We're looking for people who don't just serve customers – but engage with them, spot opportunities, and take pride in going the extra mile.

If you're confident, people-oriented, and enjoy working in a high-energy, performance-led environment, this could be the perfect role for you.

Key Responsibilities

- Deliver exceptional, friendly, and efficient customer service to every guest.
- Confidently promote and sell food, drink, and merchandise to maximise revenue opportunities.
- Anticipate audience needs and take initiative to enhance their overall experience.
- Handle cash and card transactions accurately and responsibly.
- Maintain the cleanliness, safety, and presentation of all Front of House and bar areas.
- Support the smooth running of performances – greeting guests, checking tickets, and assisting with audience management.
- Uphold licensing, health & safety, and security procedures.
- Represent The Lyceum's values and champion our commitment to hospitality, creativity, and inclusion

Hours

- Average of 19 hours per week between 3 and 30 August 2026. Hours may vary week to week depending on operational requirements.
- Applicants must be available to work across all shows from 7–29 August, including evenings and matinee performances. In addition, you will be required to attend one mandatory training session prior to the shows commencing on 7 August.

Person Specification

Essential Experience

- A confident communicator who thrives in a fast-paced, customer-facing environment.
- Previous experience in a front of house, hospitality, or bar role.
- A natural salesperson – comfortable engaging customers, recommending products, and upselling in a friendly, authentic way.
- Strong initiative, with the ability to think on your feet and make smart decisions.
- A team player who contributes ideas and energy to a positive, collegiate workplace.
- Flexibility to work evenings, weekends, and must be available throughout August.

Desirable Experience

- An enthusiasm for theatre, live entertainment, and creating great audience experiences.
- Experience in event or venue-based customer service.
- A Personal Licence or similar bar service qualification.

Culture & Values

We expect all colleagues to contribute to a positive and inclusive working culture by living The Royal Lyceum Theatre Company's values of Excellence, Relevance, Openness, Passion, Courage and Care, and by role modelling these values in interactions with colleagues, artists, participants and audiences.





Why you'll love working with us

- Join a friendly, motivated team in one of Scotland's most iconic theatres.
- Be part of the excitement of live performance every day.
- Develop valuable skills in customer service, hospitality, and sales.
- Gain hands-on experience in a creative, collaborative environment.
- 4% matched pension contribution
- Accrued holiday pay

How to Apply

We welcome applications in alternative formats including video or audio for access reasons, we are happy to discuss adjustments at any stage of the recruitment process. The Royal Lyceum Theatre Edinburgh is committed to equality, diversity and inclusion and welcomes applications from those underrepresented in the theatre sector.

Visit lyceum.org.uk/jobs to apply.

To apply, please submit a CV

To discuss the role and interview process further, please contact us at jobs@lyceum.org.uk

Closing date: Wednesday 24th June 2026 at 11.30pm

Interviews: Week commencing 29th June 2026