



FAMILY CAMPING ASSISTANT

Job title: Family Camping Assistant

Department: Operations

Reports to: Family Camping Manager & Festival Coordinators

Job purpose: To act as a point of contact and provide active on-site support to family camping customers at the festival.

Responsibilities:

- Being a first point of contact for family camping customers.
- Working with Festival Managers to improve family camping on site
- Assisting Family Camping Manager with smooth running of the area
- Writing up any documentation for festival use – i.e customer info packs, feedback surveys.
- Ensuring family camping is fit for purpose and only those with children are allowed entry.
- Monitoring the save your space scheme.
- Monitoring family camping gate
- Helping with luggage or tent set up as required
- Stocking family camping supplies, monitoring kids playground and mini toilets.
- Being 'on hand' over the festival to deal with queries as they arise, reporting urgent matters to the site or production managers and using your on site knowledge to problem solve
- Checking in with customers throughout the festival.
- Meeting with a range of family campers near the end of the festival to survey their experience with a view to improve service in following years.
- You may be required to carry out other operational duties, as are within your capabilities and level of responsibility, in order to meet the needs of the festival.
- You will be required to be available and onsite from Wednesday 19th – Monday 24th July, though the work will be divided into shifts.
- You may be invited to occasional meetings in Herefordshire and the festival is based in Herefordshire.

Nozstock will:

- Be flexible about your working arrangements in the understanding that you are providing your time for free and to gain experience and may have other work or study commitments.
- Work with you to offer you a challenging, useful experience that helps develop skills you are seeking.
- Cover travel, on-site catering and other expenses incurred as part of your role with the festival. These must be agreed before expense requests are submitted. Pay cannot be guaranteed and is pending financial success of the event.
- Write you a glowing reference in the event that your work is of high quality.
- Offer you a collective of talented, exciting people with which to make friends and contacts.