

# BEING A STEWARD AT ELY FOLK FESTIVAL

Our team of 160 volunteer Stewards are the backbone of Ely Festival. Without them it just couldn't happen. There are lots of different roles for stewards and we will try to slot you into the ones which suit you best.

Please take a little time to read through the list below and then, when you complete your application form, check the boxes beside the jobs that most interest you.

You'll spot a common theme in the 'Useful Skills' lists....." **friendly and helpful**" We aim to ensure that everyone has a safe and enjoyable festival that is memorable for all the right reasons and you'll play a key part in that.

**Application form** The online form can be completed on your computer and submitted online or can be printed off and posted to us. Details on how to submit the form are available on the website, or if you have any queries, email us at [stewards@elyfolkfestival.co.uk](mailto:stewards@elyfolkfestival.co.uk). Remember to submit your photo (see below).

**Photograph.** Your Festival ID card will have a photograph of you on it. Please upload a recent 'head and shoulders' picture of yourself when you return your application form. If you have previously forwarded a photo to us in connection with festival stewarding, we can reuse it.

**Confidentiality.** All the information that you give us will be kept confidential and used only in connection with Ely Folk Festival. We will not make any of your information available to any other person or group.

## Steward Roles at Ely Folk Festival

**Site set-up and take-down** (Wednesday, Thursday, (Friday am), Monday & Tuesday)

You must commit at least two full days to this duty. We need about 4 people on Wednesday, 8-10 on Thursday, 8 on Monday and 4 on Tuesday to finish off. There may also be some work to do on Friday morning, particularly if the weather has been against us! *We give preference to those who have stewarded at Ely recently as it helps if the team members are familiar with the layout of the site.*

- painting white lines, erecting signs, setting out fire buckets, preparing campsites and car park areas
- setting out chairs and tables
- Erecting small tents and gazebos
- Setting up the water supply to the festival area
- Breaking down afterwards and returning the site to its original condition

*Essential skills* Able and willing to work manually in all weathers, good at following instructions and direction.

**Gates** (point of entry for all festival attendees and for others using the sports facilities)

- Welcoming everyone entering the festival site
- Directing visitors to park or camp, or to the Box Office to obtain their wristband
- Checking wristbands and windscreen stickers
- Guiding caravans, campervans and motor-homes to their pitches
- Supporting and enabling visitors with a disability on to the main site and ensuring that their Blue Badge parking permits are on display
- Assisting in keeping traffic flowing on the festival site' and advising the festival site 5 mph speed limit
- Directing and controlling a one-way traffic flow system and interim parking system
- Preventing and dealing with gridlocks and queues (calming and re-assuring drivers)
- Monitoring for unauthorised parking on the Festival site
- Use of radio to liaise with Control

*Useful skills*

Friendly and helpful, logical, excellent communication skills, good at making decisions, assertive, calm, good at giving clear instructions in a firm but fair manner,

**Box Office**

- Greeting festival goers and artists
- Process bookings and distribute wristband
- Sell Festival tickets
- Deal with general enquiries

*Useful skills* Friendly and helpful. Administration / filing skills, calm in the face of a queue!

## **Campsite supervision**

- Guiding campers, caravans and motorhomes to the correct location and ensuring that they comply with the statutory fire regulations.
- Helping campers to be as tidy as possible to make the maximum use of the camping area
- Keeping the fire lanes clear by ensuring that campers move their cars from fire lanes after unloading
- Directing and controlling a one-way traffic flow system and advising the festival site 5 mph speed limit
- Monitoring security and fire risk on the camping area
- Monitoring for laminated tent passes
- Patrolling for fire and security risks

### *Useful skills*

Friendly and helpful, logical, observant, with good attention to detail, systematic and ordered approach, good at giving clear instructions in a firm but fair manner.

## **Marquees**

- Checking wristbands or badges
- Maintaining a safe environment
- Monitoring capacity, numbers and prevent overcrowding
- Ensuring that the public do not 'crowd' the stage or try to access the 'back stage' area
- Guiding disabled visitors to suitable viewing areas.

### *Useful skills*

Friendly and helpful, observant, safety conscious, good at giving clear instructions especially over the radio.

## **Task Force / Roving**

- Roving - Routine patrols to maintain a safe and pleasurable festival environment, assisting and directing festival goers and generally being an 'official' presence around the site
- Monitoring for lost children, lost property and wandering dogs
- Checking and replenishing toilets and showers.
- Emptying litter bins, collecting and replacing bin bags and Litter picking as needed.
  - Assisting with any tasks that need immediate attention – as requested by control... anything from covering for another steward to peeling spuds in the Green room or putting up a new sign!

### *Useful skills*

Roving - Friendly and helpful, observant, happy to spend a lot of time walking and talking!

Task Force – practical, physical, adaptable.....

## **Green Room**

- Ensuring that only artists and committee members access the artists area.
- Providing a relaxed and peaceful environment.
- Preparing and serving drinks, refreshment and meals for artists.

### *Useful skills*

Discreet, hospitable, confident, awareness of or training in food and hygiene.

## **Steward & Festival Control**

- Checking stewards on and off duty
- Responding to steward queries
- Managing traffic movements on and around site
- Dealing with all non steward related radio messages

### *Useful skills*

Good knowledge of festival layout, logical, with good attention to detail, systematic and ordered approach, good at relaying clear instructions, particularly over the radio.

## **Merchandise**

- Staffing the merchandising stand - selling branded goods.
- Acting as a first point of contact to the public in the provision of support, information and advice.

### *Useful skills*

Friendly and helpful, good head for numbers, experience in handling money.

**So, what's stopping you!** Stewards are appointed on a 'first come, first served' basis. Complete the online form and submit it. There is an alternative printable form which you can complete and post along with your photo.

## TERMS AND CONDITIONS FOR VOLUNTEER STEWARDS

1. You must be at least 18 years of age on the first day of the festival.
2. WEEKEND STEWARDING: You must be willing to work ~5 hours per day (~10 hours per weekend) – although jobs with extra responsibilities may demand longer hours. Shifts are usually 2-3 hours long unless you have opted to undertake longer (4-5 hour) shifts.
3. SET UP/CLEAR DOWN: We require a Set Up team from to assist the Site Crew with the site preparation and a Clearing up team to assist with returning the site to its former condition. These jobs can be quite physically demanding and may involve lifting. You will be expected to be available for at least two full days.
4. STEWARD CHECK IN. You must check in at Control immediately on arrival on site to receive your Handbook, Programme, ID, Wristband and Camping pass.
5. TRAINING. Set up crews will be emailed a Health and Safety briefing before the festival. Please print and sign this and hand it to the site manager when you arrive. For all stewards there will be a Training session in the Beer tent at 7.30pm on Thursday evening. If you really can't make Thursday evening, then there will be another briefing at 6.00pm on Friday. Attendance at one or other briefing is essential but if you can be there for Thursday that will be much better. Two or three food stalls and the Bar will be open on Thursday evening and there will also be an exclusive concert for Stewards after the briefing.
6. PPE and clothing. All stewards will be provided with a 'Hi Vis' gilet to wear whilst on duty. You will need to equip yourself with clothing appropriate to the weather.... sometimes it does rain in July! You'll also need (we hope) suntan cream and a hat and a water drinking bottle. We do have a small supply of bottled water on site; to minimise waste we ask that stewards who avail themselves of one of these refill it from the water points during the festival.  
  
Set up and clearing teams will need to wear gloves, hard hats and steel toecap footwear for some tasks. If you can provide your own then please do. We will contact all set up/ clearing team members to clarify this well in advance of the Festival.
7. Duties may fall at any time of the day from 8am but not after 1am and will be allocated to your preferences where possible but no guarantees can be made. Most stewards will serve in two areas over the weekend; we try to give everyone who undertakes a gate duty another which is 'under cover'..... marquees, merchandise, box office, control. You will be advised of your specific duties at least a fortnight before the festival.
8. Please make us aware of any disabilities or medical conditions that restrict the duties you can perform so that you can be allocated suitable jobs.
9. Drinking alcohol whilst on duty is not permitted at anytime. Whilst on duty you should be free from the various influences of alcohol or any other substances that may affect your performance.