



**ON BEING A  
STEWARD**

**ELY** <sup>35</sup> **FOLK**  
**FESTIVAL**  
**10-12 JULY 2020**

Ely Folk Festival is run entirely by volunteers. The festival is set up as a 'not for profit' Community Interest Company (CIC) with six directors who are all very active in the running of the Festival. We aim each year to do a little better than break even, ploughing any profits back into the festival.

Through the year a festival committee of 12 or so meet regularly to plan the festival, each taking responsibility for part of the festival organisation.

Our team of 200 voluntary Stewards are the backbone of Ely Folk Festival. Without them it just couldn't happen. There are lots of different roles for stewards and we will always try to slot you into the ones which suit you best.

You won't be on your own as a steward; most duties are in pairs and you'll always have the backup of Control (on the radio) who can answer any queries. In addition, there are training and induction sessions on Thursday evening or Friday and members of the committee are always around to assist or advise when needed.

Please take a little time to read through the list below and then, when you complete your application form, choose which of the jobs most appeal to you. Most stewards will be part of one of the teams listed overleaf over the weekend but as the teams vary in size it is sometimes necessary to split a steward's time across two teams.

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. If you prefer you can download a printed version and post it to **26 Fen Rd., Cambridge CB4 1TX**

**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 online or email it to [ely.stewards@virginmedia.com](mailto:ely.stewards@virginmedia.com) or post a print to **26 Fen Rd., Cambridge CB4 1TX**

**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.

**Your Commitment** We ask our volunteer stewards to undertake around 10 hours of stewarding duties over the weekend. Shifts vary between 2 and 4 hours; you can indicate your preference on the application form

**IN RETURN** for your help you'll get a full weekend pass with camping, free tea and coffee in the stewards tent, but best of all the satisfaction of being part of the team that makes the festival happen and enables so many people to have a truly wonderful weekend.

## **Stewarding essentials**

1. **Minimum age** You must be at least 18 years of age on the first day of the festival.
2. **Arrival** You must check in at the Control desk immediately on arrival on site to receive your Handbook, Programme, ID, Wristband and Camping pass.
3. **Site Safety** Until the site opens to the public at 1pm on Friday, and after the festival closes on Monday morning, the festival site (excluding campsites) is officially a **Construction Site**, governed by new Construction and Design Management regulations
4. **Training / Induction** For all stewards there will be a Training session at 7.30pm on the Thursday evening before the festival opens. 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.
5. **PPE and clothing.** All stewards will be provided with a 'Hi Vis' gilet to wear whilst on duty, along with protective gloves and other equipment you will need to undertake some of the stewarding duties. 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 refillable water drinking bottle. As part of our effort to reduce waste we will not be providing any single use water bottles in 2020.
6. **Stewarding duties** may fall at any time of the day from 8am until 12.00pm (except for Friday night when the ceilidh runs to 1.30am). We will allocate shifts according to your preferences where possible but no guarantees can be made. You'll be sent a provisional list of your duties at least a fortnight before the festival.
7. **Physical limitations.** 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.
8. **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.

## **Our Teams**

### **Gates**

- Welcoming everyone entering the festival site & use of radio to liaise with Control
- Directing visitors to park or camp, or to the Box Office to obtain their wristband.
- Checking wristbands at the arena gates
- 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 around the festival site' and advising the festival site 5 mph speed limit
- Monitoring for unauthorised parking on the Festival site .

#### *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.

### **Campsites**

- Guiding campers, caravans and motorhomes to the correct location and ensuring that they comply with the statutory fire regulations in terms of the distance between tents.
- Helping campers to find spots to pitch their tents as efficiently as possible to maximise the use of the site.
- 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.

### **Box Office / Merchandise**

- Greeting festival goers and artists.
- Process bookings and distribute wristbands.
- Registering dogs.
- Deal with general enquiries.
- Sell Festival tickets & Programmes.
- Staffing the merchandising stand - selling branded goods.

#### *Useful skills*

Friendly and helpful, good head for numbers, experience in handling money, Administration / filing skills, calm in the face of a queue!

### **Task Force / Roving / Recycling**

- Keeping the site clean and tidy, emptying litter bins, collecting and replacing bin bags and litter picking as needed.
- Checking and replenishing toilets and showers with toilet paper and soap.
- 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
- Assisting with any tasks that need immediate attention – as requested by control... anything from covering for another steward to moving chairs from one marquee to another to peeling spuds in the Green room or putting up a new sign!

#### *Useful skills*

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

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

## **Marquees**

- Checking wristbands and ID badges at the entry points.
- Maintaining a safe environment in the marquees.
- 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.
- Ensuring that audience members or their dogs are not being disruptive to others.
- Keeping fire escapes free from obstruction

### *Useful skills*

Friendly and helpful, observant, safety conscious, good at giving clear instructions.

## **Green Room**

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

### *Useful skills*

Discreet, hospitable, confident, resourceful, awareness of food hygiene.

(All food is prepared on the premises; if you can cook from scratch you'll be very welcome!)

## **Control**

- Checking stewards on and off duty & responding to steward queries via the radio and in person
- Identifying and allocating duties to the task force / roving stewards.
- Liaison with Security/First aid & with team leaders.
- Providing general Festival information.
- Lost Property / lost & found children (& dogs).
- Dealing with all radio messages.

### *Useful skills*

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

**So, what's stopping you!** Stewards are appointed on a 'first come, first served' basis. Complete the online form at [www.bit.ly/elystewards](http://www.bit.ly/elystewards) and submit it.

## **The Ely Folk Festival Committee**

If you live locally and would be interested in playing a 'year round' part in putting on a fabulous weekend of folk and roots music in Ely, we are on the lookout for people to take on specific roles in the festival planning, preparation and delivery. There are lots of ways in which you can get involved which will enable you to develop skills and experience in event organisation – and have some fun along the way.

If you are interested in finding out more, email [queries@elyfolkfestival.co.uk](mailto:queries@elyfolkfestival.co.uk) for an informal chat with one of the team.