



Front of House and Stewarding Coordinator

Job Title: Front of House Coordinator

Location: Home working plus in-person meetings in Leith (North Edinburgh) and festival dates in Edinburgh

Fee: £1200.

Terms: Self-employed freelance. Anticipated 1 day per week plus event days - see below

Reporting to: Festival Coordinator and Board of Trustees.

Responsible for: Festival participants GOs, Security and Box Office Personnel, Merchandise and FOH, BFS Stewards

Internal relationships: Festival Coordinator, Production and Site Coordinator, Press and Communications Coordinator, The Blues and Group Organisers, Festival Participants, The Board of Trustees (including the Treasurer)

External Relationships: Festival Stakeholders, Members of the public, Responsible Authorities, Operational Suppliers (First aid, Security, Box Office).

Job Description

The Front of House Coordinator will oversee the public facing, front of house, areas of the Beltane Fire Festival. The coordinator will oversee the recruitment, training and supervision of a team of 40 BFS Stewards, a team of Box Office workers (Contracted from Citizen Ticket) and will work alongside the operational commander from our security contractor to assist with public safety at the event and delivering of the FOH Audience Experience Strategy..

Responsibilities and Duties

- To work alongside the Festival Coordinator in upholding and delivering the Event Management Plan and the Audience Experience Plan
 - Updating and amending the plan in order to ensure public safety and improve the audience experience.
- To undertake some key roles normally commensurate with that of a group organiser:
 - To attend some of the weekly GO meetings (Tuesday evenings, 7pm) (by arrangement with the Festival Coordinator)
 - To provide a Risk Assessment particular to the roles and individuals involved in enacting the FOH plan
 - To administer the stewarding groups and ensure that all stewards have met the minimum standards and expectations for their role at the festival.

- To comply with GDPR and BFS financial policies in the administration of the STEWARDS group.
- To liaise with the Festival Coordinator and Head of Security (SIA) where necessary to ensure that the event site is appropriately prepared for the stewarding plan, and then be onsite during the Festival in a Supervisory Capacity in relation to BFS Volunteer Stewards.
- To represent the Society to members of EPOG (Event Planning Organisational Group) at on-site meetings with City of Edinburgh Council officials, the Police and other emergency services, taking guidance and leadership from the Festival Coordinator prior to meetings, where necessary.
- To attend a planning meeting with our Box Office Contractor

Essential Attributes:

- Experience working in a vibrant and diverse community of creatives
- Proven track record of customer service in a supervisory role,
- Experience of working in large scale live event setting
- A confident, friendly manner, able to work independently and under pressure;
- Excellent time-management;
- Strong administrative skills including proficiency in Microsoft Office Suite and, Google Workspace
- Leadership skills with the ability to lead and motivate others;
- A flexible approach to the role

Desired Attributes:

- Experience of our festivals;
- Current First Aid qualification;
- Relevant qualifications, Licences and Training (SIA, Customer service,)
- A full Clean UK Driving Licence

Terms and Conditions:

- The Front of House Coordinator position offers a 4 month contract
- This is a freelance role. You will be responsible for your own tax and national insurance contributions.
- You will be required to manage your own time and workload although it is to be understood that at times you may be expected to work such hours as necessary in order to deliver the festival successfully.
- You must be legally able to work in the UK.

Key Dates:

Application closing date Thursday 12th January 2023 12 noon

Interviews Week beginning 16th January

The contract will be the 1st February 2023 until the 31st May 2023 inclusive, but key dates are included below.

11th or 12th February 2022 - only need you for one hour or so at the GO WEEKEND Meeting

19th February - Open meeting - Introduce yourself recruit Stewards and FOH team members

9th April - Walkthrough 1

22nd April - BUSK performance

23rd April - Walkthrough 2

29th April - available for last minute admin and training

30th April - Beltane Fire Festival 2023

1st May - Derig

A contractors debrief meeting will be held in the first fortnight of May

Application Process:

1. Application closing date: 12th January 2023
2. Interview date: Week commencing 16th Jan '23
3. Intended Start Date: early February '23

To Apply:

Please submit:

- A CV outlining your relevant experience.
- A cover letter of no more than 2 pages outlining:
 - Your relevant skills and experience;
 - Why this role appeals to you;
- Please make the Email Subject “FOH Stewarding Coordinator Application”

Please send CV and covering letter to the Development Manager Coordinator@beltane.org by noon on 12th January 2023.