

Festival Coordinator

CONTEXT:

Bristol Pride is an annual LGBT+ (Lesbian, Gay, Bisexual and Trans) festival which takes place across 2 weeks in July and celebrates the LGBT+ community through cultural and artistic events, culminating in a protest march (20,000 attendees estimated in 2024) through Bristol City Centre and a free outdoor community focused 20,000 capacity music and arts festival.

Working alongside and reinforcing the Pride team you'll play a vital role in supporting the festival's day to day running by supporting a variety of admin based tasks and managing the festival email account. This role has scope to develop and expand to suit your experience and passion, whilst still delivering the core duties.

Duties & Responsibilities

Pre Festival

Info @ inbox

- Act as the first port of call for all customer related queries coming into the info@inbox, ensuring a running log of all FAQs is kept up to date for responses and on the website.
- Supporting with managing the info point & box office on pride day ensuring the teams have all the information they need to deliver this service.

Artist Advancing

- Coordinating Artists Advancing, collecting in Tech specs, Setlists, and Lyrics
- Sending arrival information as well as coordinating booking hotels and ground transportation
- Ensuring we have information for artist accreditation

Trader Coordination

- Reviewing trader application process and updating application forms
- Invoicing as well as collecting of H&S paperwork, distribution of arrival info, handing over to the onsite Trader Manager.
- Coordination of other traders/charities such as Shout Out Radio and Bristol Water etc.

Community Area, Expo & Parade groups

- Relationship management with our community partners and local businesses getting them booked in and supporting with queries
- Reviewing application process and updating application forms
- Reviewing received applications with the Festival Directors to ensure suitability

- Invoicing as well as distribution of pre event or arrival info
- Delegating of on the day management of community area and set up to volunteer team
- Handing over and briefing an on the day Parade Coordinator who will brief and manage corporate volunteers on the day.
- Wristband and ticketing coordination to ensure that our partners have been appropriately catered for with access to the festival
- Supporting Access and Accreditation Managers with any additional application production and processing.

Community Fund

- Managing distribution of community grants, updating the application process year on year as necessary
- Ensuring grants are allocated fairly and in line with aims
- Keeping up communications with recipients and supporting where required
- Final decision making to be made with the director's input

Festival Evaluation

- Updating the post festival survey and ensuring it is distributed post event.
- Analysing responses and writing a report highlighting key points for action.

Sustainability

- Coordinating sustainability efforts across the festival,
- Managing data collection for a carbon impact assessment post event
- Writing of sustainability report

Onsite

- Supporting the planning and delivery of Pride Week Events (evening and weekend work required)
- Supporting with artist arrivals and ground transport as well as Accreditation
- Checking in on sustainability measures to ensure they are in place and being adhered to

Post Event

- Creation of audience feedback report
 - Creation of sustainability report
 - Collation of debriefs
 - Management of lost property
 - Responding to customer feedback via email
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About you

We are looking for a detail oriented, proactive, motivated, and passionately inclusive Festival Coordinator to join our small team on a permanent basis to play a supporting role in planning and delivering our two week Pride festival.

Essential Skills & Experience

- Support for the LGBT+ Community
- Exceptionally high standards of customer service
- Excellent attention to detail and organisational skills
- The motivation and dedication to be 'hands on' during the event
- Ability to work under pressure whilst meeting deadlines
- Excellent IT literacy including Excel, Word, Google Drive and Xero.
- Highly organised
- Excellent time management skills, ability to prioritise and to multi-task
- Excellent communication skills
- Excellent attention to detail

Desirable skills & Experience

- Experience of working with Eventree event management software
- Driving Licence
- First Aid Certificate

Personal Attributes

- Great team player
- Flexible and adaptable
- Willingness to work on site for periods of time
- Calm under pressure
- Creative and innovative
- Independent thinker
- Proactive problem solver
- Passion for festivals and the arts
- Interest in LGBT+ issues

What We Value:

- Equality & Inclusion
- We believe everyone should be able to express their identity freely
- We want to reflect all intersectionalities of our community

Inclusivity is at the heart of why we exist and what we do. Pride is about diversity & inclusion regardless of wealth, gender, background, religion, disability, ethnicity. For the last 15 years we have been working to combat social isolation, hate, discrimination, inequality, prejudice, while showcasing and promoting community cohesion.

Why join us

- Flexible working policy with city centre office space available
- Small friendly team
- Opportunity for growth and development
- Making a difference for the LGBT+ Community
- Opportunity to attend a wide diverse range of events
- Competitive salary
- Pension
- Training budget

Terms

- £23,000 FTE
- Permanent PAYE contract, 2 days per week (minimum of 1 day required in office)
- 4 month probationary period
- Flexible working policy - with some weekend and evening work required around the festival - any overtime can be taken as time off in lieu (TOIL).
- Handover end of December
- Starting week of 13th January
- Festival dates 27 June - 13th July - additional hours required within this period with some evening and weekend work.
- Office located on Portland Square, St Pauls, Bristol.
- You must provide your own computer to work from.

If you have any questions about the role, or need the application form in an alternative format please contact info@bristolpride.co.uk