

FURCATION RECRUITMENT

Type: VOLUNTARY

Reports to: Head of Department (Stewards)



Role: Steward

Description

This position is to join the Welfare Department as a Stewarding Volunteer - being a friendly face for Furcation attendees and an ambassador for the event. You will be the eyes and ears that help to safeguard the Furcation event and its attendees.

Key Tasks and Responsibilities

- Adhere to the standards and procedures laid-out in the Furcation Code of Conduct, Staff Handbook and Staff Policies (we ask this of all of our staff, crew and volunteers)
- Volunteer are expected to participate in two-to-three shifts across the event weekend (subject to team size and coverage requirements)
- Be assigned Stewarding shifts with a variety of responsibilities, including:
- Door security, inspecting attendee and staff badges as required
- Answering customer service queries and helping attendees with directions
- Managing crowds and helping to organise queues for things like ceremonies, events, registration, etc.
- Patrolling event areas and looking out for risks to safety, e.g. tripping hazards, obstructions, etc.
- Enabling "access for all" - ensuring attendees with accessibility needs have full access to our events and facilities
- Good candidates should show initiative to assist with other departments or other responsibilities, including:
- Evening "Response" shifts as part of a team - these shifts will:
- Respond to, investigate and attend noise complaints and other non-aggressive behaviour around the site, feeding back to Dispatchers and Welfare Leaders as required.
- Support our other Welfare teams by helping to manage and move-on crowds and on-lookers during Medical or Security situations.
- Computer-Aided Dispatching - this will require a stronger degree of Computing/IT skills and will involve:
- Receiving and relaying messages for our Welfare teams through the site's radio network, our Telegram channels and Pager systems
- Dispatching Stewards, Security and Medical responders to incidents as required
- Helping to document Welfare incidents by completing digital reports

Requirements

- excellent customer service skills
- an ability to work both individually and as a team player
- good communication skills
- confidence using computerised systems to communicate with team members (e.g. smartphones, email, online platforms, etc.)
- a decent work ethic
- good punctuality and time-keeping skills
- a flexible approach to working in shifts (early, late, overnight, etc.)

Formal qualifications are not required or necessary - we are more interested in applicants who are personable, responsible, approachable and have a "can-do" willingness to help people. If you are looking to get involved or "give back" to an event such as Furcation but are not sure how to contribute, Stewarding can be a fantastic and rewarding first step.

Desirable Qualifications

The following qualifications/certifications are not required, but would be considered a bonus:

- Level 2 Certificate in Spectator Safety (or higher)

How to Apply

Visit support.furcation.org.uk, Click "Open a new Ticket", Submit a Ticket with the Help Topic of "Recruitment" with "Steward" in the "Role you are applying for" field.

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