



## Customer Service Coordinator – Boomtown

**Location:** Remote and Boomtown HQ, Bristol (with onsite residency in Winchester during the festival period where required, supported by reasonable adjustments where needed)

**Contract Type:** Freelance. April - December 2026

### Hours:

April: 1 day a week

May: July - 2 days a week

August: 5 days a week

September 1st - 15th: 2 days a week

September 15th - December 15th: 1 day a week

### Rate (Daily):

Offsite: £115 per day

Onsite: £130 per day

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### About Boomtown

We are a creative organisation producing one of the UK's most ambitious festivals. Each year, we build a temporary city packed with music, theatre, art, sustainability initiatives and immersive storytelling. Our aim is to inspire creativity, connection and collective action while being delivered collaboratively with partners, artists, guests and local communities.

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### About the Role

We're looking for a Customer Service Coordinator to join our Communications Department. You'll help deliver Boomtown's customer service activity through monitoring, responding to in a timely manner and reporting on all customer queries that are emailed into Boomtown and support the successful planning and delivery of the festival and our year-round work.

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### What You'll Do

- Daily management of the inbox aiming for all emails to be replied to in a timely manner.
- Complaints handling & supporting the feedback@ inbox where required
- Analysing / logging and providing feedback reports concerning main issues from customers
- Overseeing the standard response document - generating an 'FAQ bible' with all answers to standard queries. Ensuring sign off from the Head of Communications
- Be the point of contact for other external email inbox managers (i.e. Access / Skylark/local/merch/cashfree) for any general questions about the festival.
- Daily, weekly and monthly report to the Communication team on the number of emails, general content, queries that need addressing, along with identifying any updates required for the website or processes that may need to be changed in the wider team due to negative public feedback.
- Keep the public competition spreadsheet updated
- Coordination of refund applications

Scope and duties may vary during the festival build and show period. Needs and adjustments will be discussed in advance.

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## What You'll Bring

Your experience may come from festivals, events, arts organisations, community projects or other sectors. What matters most is your ability to:

- Excellent written and verbal communication skills and the ability to interact with colleagues across departments and communicate directly with the Boomtown public.
- Good organisational skills and the ability to prioritise and meet deadlines.
- Administrator with proven experience.
- Ability to work on multiple projects at once and be solutions focussed.
- A dynamic team player with an ability to work collaboratively and independently and manage time effectively.
- Calm, friendly and enthusiastic approach to all situations
- Communicate clearly and respectfully with a range of people
- Collaborate across different roles and departments
- Contribute to inclusive and accessible ways of working
- Experience of customer service
- Good understanding of Google docs, Google forms, Gmail, Word, Excel
- Understanding / experience of festival logistics
- An understanding of Boomtown Fair, its history and ethos
- Experience or knowledge of Zendesk

If you don't meet every requirement but believe you could make a meaningful contribution, we encourage you to apply.

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## Why Work With Boomtown

- be part of one of the UK's most innovative and creative events
- contribute to cultural, environmental and social impact

- work with a supportive, values-driven team
  - flexible, trust-based working culture
  - opportunities to grow your skills in large-scale live events (*within role scope*)
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## Our Values

Respect Yourself | Respect Each Other | Respect the Planet | Creativity | Connection | Celebration

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## How to Apply

We welcome applications from people of all backgrounds and communities. If there are adjustments we can make to support you through the process, please let us know. We encourage applications from underrepresented and marginalised groups within the festivals and live events sector

Send your CV or an alternative format to **[Job@boomtownfair.co.uk](mailto:Job@boomtownfair.co.uk)**

Closing date: 16th March

