



Campsite Help Point Manager – Boomtown

Location: Onsite residency during the festival period

Hours: 12 hour shifts (Tuesday 11th August - Sunday 16th/Monday 17th August)

Contract Type: Freelance

Rate/Salary: £190 days / £200 nights

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 — delivered collaboratively with partners, artists, guests and local communities.

About the Role

We're looking for a Campsite Help Point Manager to join our Campsite Operations team. You'll help deliver a safe, efficient and well-coordinated Help Point for festival attendees and support the successful delivery of the festival. The Campsite Help Point is a public facing information and problem triaging service. Each Campsite has either a shared Help Point, an exclusive Help Point or in the case of our largest campsite, 2 Help Points.

What You'll Do

- You'll be responsible for the running of the Campsite Help Point, which involves the Help Point and the immediate surrounding area.
- You'll be the main point of contact for attendees who require information or support, triaging their requests and issues appropriately and escalating to Event Control when necessary.
- You'll be responsible for ensuring all of the facilities in and around the Help Point are functional and well presented, this includes the Help Point itself, the hot water urn, the taps and toilets nearby, waste bins etc.
- You'll be working alongside other teams within the Help Point, such as the Campsite Manager, Change Makers, Stewards and Security to ensure safe running of the Help Point and the Campsite itself.

- You'll be primarily stationed in the Help Point but can offer support to the other team members as and when needed.
- You'll be a point of escalation for Event Control
- You'll be working alongside the Campsite Management team and other contractors within the campsite and collectively you're responsible for ensuring the safe running of the campsite
- You'll support the Campsite Manager during ingress and egress, details of which will be included in your briefings.

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

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:

- Confidence and calmness in managing and triaging a high volume, and at times complex, number of requests.
- A collaborative approach to problem solving with a range of teams on the ground.
- A confidence with and knowledge of using the radio is required as this is the primary means of escalation to Event Control and a vital means of communication with other team members.
- A patient, respectful and person centred approach to problem solving.
- An understanding and dedication to inclusive and accessible ways of working.

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

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*)

Our Values

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

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 to **Job@boomtownfair.co.uk**

Closing date: 15/06/26

