Job Description: Production Assistant, Immersive World (BT27)

Role at a glance

- **Title:** Production Assistant, Immersive World
- **Department:** Immersive World, Boomtown
- **Reports to:** Production & Operations Manager, Immersive World
- **Contract & Hours:** Full-time (40 hrs/week), 1-year Fixed Term Contract (PAYE)
- **Pay:** £28,000 per year
- **Start Date:** January 18th, 2027
- **Location:** Boomtown HQ in Bristol, plus anticipated 28 site days in Winchester during build and show (including days off, accommodation and catering provided).

Role Summary

The Production Assistant is the administrative engine of the Immersive World department. Keeping the team running smoothly year-round, you will act as the day-to-day point of contact for assigned Immersive crews, coordinate departmental accreditation, and support the Production & Operations Manager across the department from pre-production through to post-show wrap.

About Boomtown

Boomtown is one of a kind. Award-winning production. Over 800 music acts across 12 epic stages, more than 50 secret theatrical venues, six districts with their own characters, identities and plot lines, a live research hub in The Observatory, and tens of thousands of citizens who shape the narrative as they move through it.

Boomtown is a world-leading creative organisation known for pioneering artistic output, large-scale immersive environments and storytelling rooted in community values. Based in Bristol, we produce an annual five-day festival at the Matterley Estate in the South Downs National Park, bringing together music, theatre, art, culture and innovation.

Role Purpose

The Production Assistant will provide essential administrative and practical support to the Immersive World team, both in the lead-up to and on-site at Boomtown. The role will help ensure the smooth running of day-to-day production operations, supporting the wider team across a range of tasks and responsibilities.

As a valued member of the team, the Production Assistant is expected to demonstrate a positive, proactive attitude, embody Boomtown’s values and work collaboratively.

Key Responsibilities

1. Pre-Production & Venue Coordination

- Act as the primary Boomtown point of contact for assigned crews scheduling meetings, issuing checklists, and chasing deadlines.
- Issue venue agreements, confirm opening/closing times, and collate venue bios and collective information for the website and Boomtown app.
- Hold up-to-date schedules, contact pools, and requirements for venues, theatre, walkabout, windows, hatches, and wider Immersive crews.
- Track external paperwork (i.e floorplans, requirements, technical riders) and manage Health & Safety documentation alongside relevant managers and producers.
- Support Site infrastructure ordering for the department and Production infrastructure for Immersive Crews
- Assist with raising POs, tracking budgets and invoices

2. Department Admin & Accreditation

- Serve as the first point of admin support for the department - managing shared drives, mailing lists, inbox overviews, and meeting minutes.
- Coordinate the shot list for photographers and on-site filming with the Head of Narrative.
- Manage year-round departmental accreditation: collating requests for crew passes, tickets, and meals, following approval workflows, and meeting Operations deadlines.

3. On-Site Delivery (Build & Show)

- Help set up on the Immersive office spaces
- Work from the Immersive office on-site in Winchester during build and show, keeping communication flowing between managers, offices, and ground teams.
- Manage on-site accreditation queries
- Track, store, and distribute deliveries and infrastructure orders for Immersive teams.
- Oversee miscellaneous department budget spends, tracking and approvals
- Manage offsite runners schedule and priority jobs
- Feed into the vehicle schedule and oversee departmental requests, logging missing items and additional requests
- Oversee and chase collation of photos and documents of onsite office team, including frontages, doors and windows, tents, back of houses (pre & post-show), and show live photos.
- Assist with tracking set storage and forms for venues to ensure all set is delivered and a detailed inventory is made for set storage post-show.
- Manage the comms for App Change Requests

4. Post-Show Wrap

- Manage end-of-event crew invoicing and support recharges for loss and damages.
- Coordinate the debrief process - collating feedback, managing the debrief tracker, and scheduling review meetings.
- Archive the year's contacts, accreditation data, documentation, and departmental image bank.

Person Specification

Essential

- Highly organised with strong attention to detail and a methodical approach to chasing deadlines.
- Confident using Google Workspace, with experience of Asana desirable.
- Clear, friendly, and adaptable communicator across email, phone, and in person.
- Able to juggle multiple external contacts, tasks, and competing priorities simultaneously.
- Calm under pressure and comfortable working long hours on site during build and show.

Desirable

- Experience in festivals, live events, or theatre productions.
- Experience using accreditation or ticketing systems.
- Familiarity with Boomtown.
- Full, clean UK driving license

We are committed to building a team that represents a variety of backgrounds, perspectives and skills, and we are happy to discuss adjustments or access needs at any stage of the process.

Our Values

● Respect Yourself: supporting autonomy, wellbeing and authentic expression

● Respect Each Other: fostering inclusion, equity and belonging

● Respect the Planet: prioritising environmental stewardship and regeneration

● Creativity: pushing boundaries and nurturing artistic exploration

● Connection: cultivating community and meaningful collaboration

● Celebration: embracing joy, humanity and shared experience

Closing date: 10th December 2026, 5pm.