



## Glastonbury Festival 2025 – Technical Comms Night Shift Manager

<b>Based at;</b>	Worthy Farm, Pilton, Somerset, BA44BY
<b>Reporting to;</b>	Technical Comms and IT Manager
<b>Duration;</b>	14 Days Over Festival Period – June 2025
<b>Hours;</b>	12 Hour Overnight Shifts
<b>Pay rate;</b>	£16/hr

*Applications close 1st December 2024*

### **Duties Include:**

We are seeking a highly organized and proactive Night Shift Manager to support the Technical Communications team during overnight operations. Based in the Event Control Centre (ECC), you will play a crucial role in ensuring smooth technical operations during the festival's night shifts. This role requires strong problem-solving skills, attention to detail, and the ability to effectively hand over important information to the day team. If you enjoy working in a fast-paced environment and thrive on tackling overnight challenges, this is the perfect opportunity for you.

### **Key Roles and Responsibilities:**

- Overnight Helpdesk Support: Serve as the first point of contact for technical issues during the night, managing the helpdesk at the Event Control Centre (ECC). Provide support and direct requests to appropriate teams.
- Initial Problem Solving: Address and troubleshoot technical issues that arise overnight, offering immediate solutions when possible or escalating complex problems to the relevant team.
- Logging and Reporting: Accurately log all issues, incidents, and requests that occur during the night shift. Compile detailed reports for tracking and resolution, ensuring nothing is overlooked.
- Daily Handover (8am): Prepare and deliver a thorough handover to the day team each morning, ensuring continuity of work, ongoing issue management, and proper follow-up on unresolved tasks.
- Admin Backfill Support: Provide general administrative support to the Technical Communications team as needed, ensuring tasks are completed and records are maintained overnight.
- Weather Monitoring and Alerts (Overnight): Monitor weather conditions overnight and send out text alerts to key teams and stakeholders in case of weather warnings or emergencies.

### **Requirements:**

- IT literate and proficient in MS Office skills.
- Organised and able to work to deadlines
- Attention to detail and strong written communication skills
- Be able to manage and prioritise workload

Applicants must understand this is not an 'easy ticket' to the Festival. There will be a requirement to work throughout the Festival period, and generally 'muck in' as required.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. If you require any reasonable adjustments as part of the recruitment process or when employed, then do let us know.

**For further information and to apply, please email a copy of your CV and covering letter to [hr@glastonburyfestivals.co.uk](mailto:hr@glastonburyfestivals.co.uk)**

In order to work for Glastonbury Festival you must have the Right to Work in the UK. Individuals from outside the UK must be in possession of a work permit to allow them to take up employment. For more information please visit the Government's Working in the UK website. As most roles are for a short period, our ability to gain a UK work permit for potential employees from outside the UK is extremely limited.

Information submitted via this application is held by Glastonbury Festival Events Limited under the provision of the General Data Protection Regulation for a maximum of 12 months. We will process your information in accordance with our privacy policy and we will not pass your details on to any other organisation. For more information please visit <https://cdn.glastonburyfestivals.co.uk/wp-content/uploads/2024/02/Recruitment-Privacy-Notice-Glastonbury-February-2024.pdf>