



Glastonbury Festival 2025 – Overnight Hatch Assistant

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| Based at; | Worthy Farm, Pilton, Somerset, BA44BY |
| Reporting to; | Site Manager |
| Duration; | 18 th June- 30 th June 2025 inclusive Applications close 3rd January 2025 |
| Hours; | 8pm-8am |
| Pay rate; | £16/hr |

This role will be based within the busy offices for Glastonbury Festival. The role and responsibility of Night Hatch Assistant is predominantly acting as the first point of contact for enquiries and services relating to the Site Office overnight.

You will be the first point of contact for any issues that arise over night during the Festival. You will be liaising with other departments and teams to problem solve and delegate tasks. The shift hours will be from 8pm – 8am.

PRIMARY DUTIES TO INCLUDE

- Process any issues overnight that relate to the site office. Passing these forward to the correct teams and making sure that these are actioned.
- Working closely with event control and assisting with any site issues raised by their teams.
- Logging issues for the day shift so they can action these if needed.
- Logging, triaging and reporting all site issues that are called in, making sure these are resolved.
- Recording vehicle licenses and drivers from all teams.
- Using our internal systems to review any open issues and communicating with the relevant teams.

OTHER DUTIES TO INCLUDE;

- Answering all phone calls and emails.
- Effectively dealing with general enquiries relating to the site office, in a customer focused manner with a positive, can-do attitude.
- Recording any accidents and incidents reported to the Site Office, and passing this to the Health and Safety team.

REQUIREMENTS;

- Excellent note taking skills, with the ability to summarize key information and ask for further information where required.
- Strong customer service skills, particularly when working in a high pressure environment.
- Good understanding of Excel and word.
- Ability to work to a deadlines and manage and prioritize own workload.
- Strong organizational skills, including record keeping and logging.
- Previous experience in a similar role or Festival environment would be desirable but is not essential.

GFEL will provide all equipment required to complete the job, as well as some onsite accommodation for the successful applicant. 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. **The role is based at our offices in Pilton.**

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

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>