Glastonbury Festival 2027 **– Hospitality Sales Assistant 2027**

Based At:	Worthy Farm, Pilton, Somerset, BA4 4EE
Reporting to:	Head of Sales
Duration:	1st February – 2nd July 2027 fixed term contract to support with the 2027 Festival
Hours:	Starting at 32 hours a week (Mon-Thurs, 10-6) rising to 40+ hours per week from early Spring. During the busy period additional hours will be required with evening and weekend work expected during late May and throughout June. This role is based in-person at Worthy Farm
Pay rate:	£14.50/hr

Duties:
This role is fixed term and will be based within the busy rural offices for Glastonbury Festival and will involve supporting the sales team as workload and demand increases ahead of the 2027 Festival.

Main duties of the successful applicant (although the nature of the work means that all team members are expected to help out where required):

- Triaging and responding to a high volume of B2B and customer service enquiries
- Communicating with actual and prospective hospitality customers via email and telephone
- Preparing invoices, processing and reconciling payments, and fulfilling orders
- Liaising with related stakeholders, suppliers and departments
- Triaging and responding to complaints

Requirements
- Highly committed to delivering excellent customer service
- Ability to adapt and be flexible to different demands
- Be able to manage and prioritise workload ensuring deadlines are maintained
- A steadfast and proactive work ethic with a proven record of reliability and independent problem-solving
- Deliver consistency and ability to focus as part of a small team who are responsible for providing high standards in a fast paced environment
- Protect sensitive information and demonstrate discretion
- Good attention to detail

- Effective communication skills
- Proficient use of MS Office suite
- Previous experience in a festival or events based environment is desirable but not essential

Additional Info:
The role will involve some evening and weekend work over the Festival period. 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.

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://glastonburyfestivals.co.uk/privacy-policy/

For further information and to apply, please email a copy of your CV and covering letter to **hr@glastonburyfestivals.co.uk by 20th November 2026.**