



Volunteer Application Information

Dates: Friday, 21st – Sunday, 23rd June 2019

Location: West Beach Car Park, Hayling Island, PO11 0AU

Volunteering at the Kitesurfing Armada Festival will give you a chance to gain experience in event management and customer services as well as being part of a team and meeting new like-minded people in a fun and friendly environment. The festival has a great community of visitors and volunteers alike many of whom return year after year but of course we always welcome new volunteers.

Requirements

We are looking for reliable, enthusiastic, friendly and flexible team players with a can-do attitude. You must be willing to listen to the instructions and adhere to the Health & Safety guidelines outlined to you by the manager. We also ask all volunteers to commit to their shift they agree to as it is very difficult to solve last minute staff changes. We ask all volunteers to assist the Event staff in case of an emergency – specific instructions will be given in the briefing. All volunteers must be available for the briefing and to work 3 shifts and must be over 18 at the time of the festival.

Benefits

We really appreciate the support of our volunteers who help so much with creating a friendly, welcoming and fun atmosphere during the festival weekend. Anyone volunteering at the festival will receive a free campervan (5.5 x 2.8m) or camping (tent + 1 car) space or car parking space and at the end of the last shift a free Kitesurfing Armada hoodie.



Opportunities

Festival Steward

Festival Stewards will wear visible identification and are placed across the festival arena, answering any questions visitors may have. All information will be provided. This role requires a friendly, flexible and helpful person, who is happy to help wherever is needed.

Core tasks:

- Answer any questions visitors may have
- Know the site well and pointing visitors in the right direction
- Help out in any of the areas/ roles as needed (bars, merchandise, registration, meet & greet, etc.)
- Help out with anything else required (e.g. setting up chairs for a talk, etc.) Please note this might include some physical work.
- Help to keep the site including picnic benches and chill out area clean and tidy, which might include some litter picking
- Reporting any problems to the festival staff

Bar Steward (Festival Bar & Bar n Lines)

Full training will be provided on site during the briefing so whilst previous experience is beneficial it is not necessary. A good attitude and friendly manner as well as the ability to work under pressure at peak times is required. Furthermore, must be confident, and responsible. The festival operates Challenge 25 policy and therefore bar stewards will be required to ask visitors for ID and turn away if under aged or too drunk. Must be over 21 years old.

Core tasks:

- Serve drinks from a fully operational bar
- Take payments from visitors using a till and card machine
- Help the Bar Manager to take stock and re-stock the bar (please note this will require some physical work)
- Explain the re-useable cup system and can recycling scheme (signage will also be displayed on-site)
- Answer simple questions from visitors
- Help to get the bar ready before opening, keep the bar clean and clear the bar at the end of the day



Meet & Greet Steward (Campsite)

Greeting visitors upon arrival at the car park where camping tickets and camping goody bags are handed out and visitors are directed to correct parking/ camping areas. Working alongside security staff, this role requires friendly, welcoming, calm, efficient and organised volunteers as they are the first point of contact for the festival visitors. Volunteers might experience high volumes of visitors arriving at peak times.

Core tasks:

- Greet visitors upon arrival
- Cross reference tickets on list and hand out tickets
- Help security to direct visitors to correct parking/ camping areas
- Answer simple questions from visitors

Meet & Greet Steward (Festival Arena)

Greeting visitors at the entrance to the festival arena where visitors are checked in, wristbands are handed out and festival programmes are given out. This role requires friendly, welcoming, efficient, calm and organised volunteers as they are the first point of contact for the festival visitors. Volunteers might experience high volumes of visitors arriving at peak times.

Core tasks:

- Greet visitors upon arrival
- Scan tickets (if applicable) or help get tickets online at the door
- Hand out wristbands
- Hand out festival programmes
- Encourage to give donations (collections tins placed at the entrance)
- Answer simple questions from visitors

Charity Collection Steward

Collecting charitable donations as people arrive at the festival. This role would be suitable for an easily approachable, friendly and welcoming person.

Core tasks:

- Welcome visitors to the festival
- Explain that this is a free festival but donations to charity are encouraged
- Hand out Festival brochures
- Collect donations
- Answer simple questions from visitors and point them into the right direction



Registration Steward

Registering kitesurfers, handing out wristbands, rash vests and goodie bags. This role is suitable for a friendly, efficient, calm and well – organised person.

Core tasks:

- Take details, payment and register kitesurfers using a laptop and simple registration system
- Sign in pre-registered kitesurfers
- Hand out numbered wristbands, rash vests
- Make sure all kitesurfers sign for their rash vest collection and the T&C's
- Explain Kite SUP Run plans and BKC plans
- Answer simple questions from visitors
- Help the Registration Manager to keep the area clean and tidy and clear the area at the end of the day

Merchandise Steward (Outdoor Gazebo & Stand in the Exhibitor Marquee)

Helping to sell Kitesurfing Armada merchandise and advising visitors on sizes and styles if needed. This role would be suited to a friendly and bubbly person.

Core tasks:

- Sell Kitesurfing Armada merchandise
- Take payments from visitors using a till and card machine
- Answer simple questions from visitors
- Help the Merchandise Manager to take stock and re-stock (please note this will require some physical work)
- Help the Merchandise Manager to keep the stall clean and tidy and clear the stall at the end of the day

Charity Collection Steward

Collecting charitable donations as people arrive at the festival. This role would be suitable for an easily approachable, friendly and welcoming person.

Core tasks:

- Welcome visitors to the festival
- Explain that this is a free festival but donations to charity are encouraged
- Hand out Festival brochures
- Collect donations
- Answer simple questions from visitors and point them into the right direction



Set Up Assistance

Helping with the set-up of the festival on Thursday 21st June. Must be available from 10am – 6pm. Please note this role requires physical work.

Core tasks:

- Setting up and stocking the bars and merchandise stalls (please note this will require physical work)
- Stocking the ice rooms (please note this will require physical work)
- Putting up signage and décor (please note this will require physical work)
- Positioning tables, chairs and bins (please note this will require physical work)



Terms & Conditions

1. All volunteers must be 18 years or older at the time of the festival.
2. All volunteers must arrange their own transport to and from the festival.
3. All volunteers give their time freely and the Festival organisers appreciate that volunteers are under no obligation to give their time, volunteers agree to support the festival as tasks require and as directed but Festival staff.
4. All volunteers agree to support as a minimum the events and duties they have signed up for and as confirmed by the Festival.
5. All volunteers agree to attend the volunteer briefing and arrive to all shifts on time and remain on duty until indicated by Festival staff.
6. In the unlikely case that volunteers cannot for any reason attend their allocated shift(s), they will inform festival staff at the earliest opportunity possible. Absence from agreed shifts without very good reason will jeopardise future volunteering opportunities.
7. All volunteers have a duty to take reasonable care to avoid injury to themselves and / or others in all activities and at all times.
8. No person is given less favourable treatment or consideration, or disadvantaged in any way on the grounds of age, disability, gender, material status, race, religious beliefs, sexual orientation or any other individual characteristics which may unfairly affect a person's opportunities in life. All volunteers are expected to respect this and conduct themselves accordingly.
9. All volunteers should take proper care of their personal belongings. Festival organisers advise to not bring any valuables to the Festival. The Kitesurfing Armada Festival cannot be responsible nor accept liability for any loss of or damage to personal belongings.
10. Armada Events hold personal data in compliance with the new GDPR law. All volunteers have the right to access the information being held about them. No personal information will be disclosed to any other third parties without their consent.
11. Photographs will be taken at the Kitesurfing Armada Festival and are sometimes used for publicity purposes. If any volunteer does not wish to be featured in publicity under any circumstances it is their responsibility to inform staff when they submit their application to volunteer.