

Festival Stewards (Freelance)

Spitalfields Music Festival will return from 27th June-10th July 2024, featuring performances in venues across East London. We are seeking **experienced** stewards and box office assistants to welcome our audiences, and to provide support to our core staff team on a rotating basis over the course of the festival.

All steward/box office shifts will be at least 3 hours long and will be paid at London Living Wage, which is currently £13.15 per hour. Shifts will be allocated according to availability. Stewards will be engaged on a freelance basis and fees will be paid in arrears upon receipt of a suitable invoice.

About us

We are [Spitalfields Music](#)

We **foster passion** for music through our education projects in schools and community settings in Tower Hamlets.

We **nurture diverse talent** by commissioning emerging composers and musicians and offering professional development programmes that propel them to success.

We **cultivate outstanding leadership**, through our first-of-their-kind trainee music leader scheme and trainee trustee scheme.

We **stage innovative performances** in remarkable, accessible spaces around East London during our Spitalfields Music Festival.

What it's like to work here

We are a supportive, friendly, dynamic team. We work with individuals from a range of backgrounds and from all walks of life. Every team member is encouraged to work independently and to influence positive change within the organisation and in the wider sector, with most roles being fulfilled by one person. Our core team is mostly made up of part-time and freelance workers, with team members based all over the country, though we balance this to ensure individuals with ties to East London are well represented in the organisation.

Key Responsibilities/ Tasks:

- Welcoming members of the public to performances in a friendly manner, checking tickets, and directing audience members to their seats
- Proactively responding to customers, and answering general enquiries
- Ensuring the health and safety of the public in venues, and understanding emergency procedures
- Processing 'door sales' through our box office system (training will be given)
- Assisting the Spitalfields Music team in any set up or pack downs as necessary
- Act as a first point of contact for the organisation

Skills and attributes we are looking for:

- Confident communicational skills and enthusiasm to speak to individuals from all walks of life
- A positive, can-do attitude
- A willingness to work flexibly, outside of office hours (most events will happen in the evenings with some shifts finishing after 10pm)
- Interest in the arts and organising live events
- Experience of working in a customer-facing role
- A proactive approach to work

Terms: Freelance contract based on availability - paid at London Living Wage of £13.15 per hour.

To Apply: Complete a Festival Steward application form. **Please note that on this occasion, given the short lead-in time to our festival, we are seeking people with existing experience in FOH or BO settings.**

Spitalfields Music particularly welcomes applications from People of the Global Majority and Disabled people as they are currently under-represented in our workforce.

Applications should be submitted by 10am on Monday 17th June 2024