

# **BordersBook Festival** where words come alive!

**12-15 JUNE • 2025**

**HARMONY GARDEN • MELROSE • SCOTTISH BORDERS**

## **EVENT STAFF 2025**

### **BACKGROUND**

The Borders Book Festival has been running in June in Melrose for over 20 years and is a both well-respected and well-attended event. The festival, located in Harmony House and Garden, is made up of five venues plus a food and drink village. What started as a small literary event has grown into a 4-day extravaganza! Join us to make words come alive!

## **JOB DESCRIPTION**

**Job title:** Event Staff

**Reports to:** Site Manager

**Direct Reports:** N/A

**Rate:** £12.60 p/h payable at the end of the term (12 June - 15 June inclusive with an anticipated pay date of 11<sup>th</sup> July)

**Date:** January 2025

### **Job Purpose & General Information**

- The Event Staff perform a vital role as the public face of the festival. Working predominantly outside across the whole festival site, they are responsible for delivering an exceptional customer experience for all those attending the festival.
- To use a customer-focused approach to ensure the comfort and safety of performers and festival attendees and to have a working knowledge and the ability to adhere to current Health and Safety legislation and procedures.
- To be alert to the crowd dynamics and offer help and support to customers and colleagues readily.

- Event staff will always have an eye on the cleanliness of the site and ensure that it is always presented to the highest possible standard.
- The post is an integral part of the festival team and will be the focus for customers, staff and performers during the festival and its events.

### **Main Duties & Responsibilities**

- To ensure the safety and comfort of all customers and maintain the highest standards of customer service at all times.
- To welcome attendees to the festival, direct them to venues and answer questions and enquiries as they arise, keeping other members of the festival team appropriately informed.
- Assist with coordination and execution of events, as needed.
- Assist with setup, presentation and breakdown of events as needed.
- To act as car parking controller as required.
- To ensure the festival site is clean, clear of rubbish and safe at all times.
- To maintain a calm and controlled attitude at all times.
- To assist in emergency evacuation / management should the situation occur.

- To have a good awareness of health and safety, managing risks and reporting any issues.
- To provide ongoing feedback on ways of improving our standards of customer service.

## **Other**

- To maintain a positive and respectful attitude to all event staff and volunteers, its management, the organisation, and its members, clients and partners.
- To ensure that every visitor attending our events has the best possible experience of that service and of Borders Book Festival as an organisation.
- To adhere to and support the festival's ethical, environmental and health and safety policies and procedures.
- Any other appropriate duties as reasonably required by your line manager or event management.

## **Key Relationships**

- Venue managers
- Venue Staff
- Technical Team
- Event management



## **PERSON SPECIFICATION**

### **Essential**

- Previous experience working in events, customer service or hospitality.
- A positive attitude and attention to detail.
- Ability to remain alert to customer needs as well as the event dynamics, to anticipate and respond to pinch points and busy periods, offering help and support to colleagues as needed.
- A working knowledge of Health & Safety regulations.
- The ability to maintain a mature and calm disposition.
- Good sense of humour.

### **Desirable**

- First aid qualification

## Process

- All applicants should be over 18 years of age by 10th June 2025 and have the right to work in the UK.
- February 2025 applications open – apply [here](#)
- If you need help with your application, you can email [festivalmanager@bordersbookfestival.org](mailto:festivalmanager@bordersbookfestival.org)
- March ongoing, applications are reviewed, shortlisted and invitation to interview sent out.
- Interviews take place online until the posts are filled.
- It is anticipated that candidates will be notified of the interview outcome 4 weeks from application or interview for each stage.



## **EQUALITY, DIVERSITY & INCLUSION**

Borders Book Festival is committed to encouraging equality, diversity and inclusion among our workforce, and to eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give of their best.

Please email [festivalmanager@bordersbookfestival.org](mailto:festivalmanager@bordersbookfestival.org) if you would like to discuss the application process or access needs before you submit your application.