



Volunteer Duties 2024

General: there are around 300 volunteers helping at Warwick Folk Festival, in addition to the setup crew. Please be as flexible as possible when completing your application form, as this will make the rotas so much easier to complete. We try to be as fair as possible to ensure that everyone has shifts at varying times, although some people do request “early” or “late” as it suits them better.

Your duty start time allows for briefing by the team leader – this could be 15 or 30 minutes overlap depending on the event/venue. Report to the venue unless otherwise indicated on your rota.

On a site such as ours most duties do involve walking, standing or lifting. Sadly there are very few sedentary duties and priority for these is given to those with mobility difficulties. We are very much here to take care of everyone, and ensure that everything runs smoothly. E.g. If you are at a concert venue you will be expected to move around the area, rather than sit in one spot for the duration of the event. Venue managers/team leaders will make sure that breaks are given when needed.

Children and families:

If you have young children, please make arrangements for them to be looked after during your shifts. We are happy to arrange for your family members to be on duty at different times to accommodate this. Tickets for volunteers’ children are free of charge up to a maximum of 2 children per working volunteer, but non-working partners will need to purchase tickets.

Consumption of alcohol and smoking are not permitted while you are on duty.

VENUES: Admin and Support

Volunteer Hub: Welcoming your fellow volunteers to the festival, issuing their passes and checking their duties and availability. We need help here from Tuesday afternoon please, to set up the systems and ensure all our paperwork is in order. From Wednesday it gets very busy. You will need to be a “people” person and be able to think on your feet to keep things ticking over!

Artists’ Reception: Welcoming the Artists to the festival, issuing their passes and information packs, sorting out accommodation, queries, transport etc. Looking after the artists’ Green Rooms, and the Festival Drivers. This tends to be busy for the first couple of days, then much quieter once everyone has arrived.

Box Office: First point of call for all ticket holders. Based at the entrance to the festival. Selling tickets, allocating wristbands, selling programmes and dealing with general queries from the public. You **MUST** attend a training session prior to your first shift. There will be training on Wednesday, Thursday and Friday for those arriving at different times.

Festival Information Office: Festival Information provides a central point for all festival goers. Tickets and wristbands are issued, programmes sold, questions answered. Cheerfulness and patience are definite requirements for stewards here, but you will be part of a great team, as the first point of contact for most people. Some of the team will be asked to attend training with the box office team so that someone on duty at any time is able to access the system if needed. Local knowledge of Warwick an additional asset!

VENUES: Concerts and workshops

Avon and Kingmaker Marquees: Our main concert venues, in marquees, hopefully with the sides open. Your duty here is to ensure the safety of those attending, so you are likely to be standing or walking around the perimeter for the majority of your shift.

Acoustic Venues & Workshops: working on the smaller venues (Song House, Living Tradition, Unitarian Chapel and Workshops), may including some other venues in the town. Generally part of a small team, setting out chairs, etc. You will likely be able to watch the performance, but must be vigilant too.

(Unitarian Chapel: Used on Saturday and Sunday by the Festival Choir and the venue for singing events, stewards assist the VM and also make teas and coffees for those attending. Your rota will cover from an hour before the event and time afterwards to assist with any tidying.)

Arena (Jester) Stage: Concert and Dance. Assisting the VM before the event to make sure there are chairs and any other facilities required for the event. Generally keeping an eye on things during the events.

Morris/Fringe Collections: A team of “bucket shakers” will accompany the morris procession, attend where the various sides are dancing around town, at the evening concert in the Market Square, plus Friday evening and Sunday afternoon tours. This is a job for which you need to feel comfortable and confident. We have a number of experienced collectors who are invaluable. We are also introducing card readers for donations. (There’s always a competition to see who can collect the most!)

Town Centre: An important part of the Festival is the “Fringe” which takes place in the town centre during the day on Saturday and Sunday, and concerts in the Market Place on Saturday night and Sunday afternoon. Stewards are required to look after the points where roads are closed – liaising with the general public, and often answering questions about the festival in general. We may also have some leaflets which can be distributed to local people and other visitors.

Volunteers: Site

Campsite Crew: Assisting the Campsite Manager(s) on Thursday to ensure campers are setting up in the correct places (eg. Not blocking roadways, directing to Group camping etc.) Assisting those with mobility or other difficulties to setup tents etc.

We need OVER 70 volunteers each day of the festival to “meet and greet” and manage the flow of traffic, both pedestrian and vehicular.

Traffic Control: Ensuring the smooth flow of traffic onto the festival site. Those on the Main Entrance and other external site gates will be involved in welcoming people to the site, and directing them to the correct area, as well as ensuring the smooth flow of vehicles. You may be required to work alongside the Castle staff at the festival entrance, directing vehicles either into the campsite or to the car park in order for them to register at the box office. You will be the first contact for visitors to the festival and therefore a calm, welcoming and helpful manner is essential. There will be very busy periods particularly on Thursday and Friday! Linking to and working alongside the Welcome Team. Team needed from Tuesday morning onwards please.

Welcome Team: covering mainly pedestrian entrances into and points around the site; checking wristbands and day passes and directing the public as required. At busy periods you will also assist on the main vehicular entrance to ensure smooth flow of people arriving onto the site. We need to be vigilant, especially regarding non-ticket holders. Teamwork and vigilance, together with an ability to stay cheerful and polite in any situation, are all valuable qualities in our wonderful welcome team! Needed from Wednesday until Monday morning.

IN THE EVENT OF INCLEMENT WEATHER additional people will be needed and if this is the case it is always appreciated if you just turn up to help when you can!

Site Decoration and the Festival Experience: Weeks before the festival begins, this team holds workshops to make things to make the site look welcoming and festive! This makes an enormous difference to the general ambience around the site, which looked amazing last year! Volunteers here will help with the finish touches on Tuesday, Wednesday, and on Thursday morning.

Sign Room: This is where the handwritten signs are made which help everyone find their way around the festival! We have now gone totally plastic free and no longer make laminated signs so these chalkboards are great. A steady hand and neat handwriting vital. Needed from Wednesday afternoon please.

Buggy Drivers: We are delighted that the electric buggies introduced last year will be with us again, thanks to our wonderful Sponsors. The rota for buggy driving is prepared separately and we are looking for around 12 people to join this team, to assist from Thursday until morning Sunday evening. Experience is helpful but not essential!

Site Stewards: This team is on “standby” in the event of additional people being needed at short notice. You may find that, if the venue to which you are allocated doesn’t give you enough hours, you will be given a “Site” duty. You may be asked to cover a shift anywhere during your time as a Site Steward, so flexibility is vital! On Thursday a few people to assist those with disabilities who need help putting up tents etc., would be very helpful – please put in the “notes” if you are able to offer this help.

Warwick Wombles – Site Tidy Team



Apparently this is THE team to work on – they are invariably the most cheerful and seem to have the most fun – but they do cover from 8am until 12.30am, so if you’d like to join them you need to be flexible.

There will be a team briefing on Thursday morning, just before the festival starts. Within the team we have litter pickers, bin crew and toilet crew. Working in pairs, you will ensure that everything around the site is tidy. Bin Crew will need to be able to lift a full bin bag. It’s a great way to keep up your daily “steps”! Although we try to make these shifts shorter, for fairness everyone is expected to take their share of “early” or “late” duties. *We’ll leave you to decide which Womble you’d like to be (see pic!)*



Setup Crew

Starting from the weekend before the festival, you must be physically fit and able. Jobs include Weekend: Setting out Heras fencing and scaffolding, carrying equipment from a trailer into venues.

Monday-Wednesday: Completing the structure of the festival, setting out chairs and tables. (Please note there will be minimal “facilities” on site for the first few days)

Cleardown Monday and Tuesday

Many of the Setup Crew also carry out the breakdown on Monday, but ANYONE who is able to give us some extra time on Monday to help clear the site will be extremely welcome. There are loads of jobs, from taking down signs, packing up bunting, stacking chairs, manning the gates, making sure no-one runs off with our equipment, right up to removing the infrastructure, so all abilities, please. The more people, the easier the job and the more enjoyable it will be for everyone! **Sign up for specific duties will be available in the Hub so we know who is available and what you are able to do.**

Tuesday: A few people needed to make final checks of the site to ensure we leave it in *at least* as good a state as we found it!

Venue Managers (VMs) and Team Leaders (TLs): Most of our Venue Managers have been volunteering with the festival for a number of years, and we are grateful for their time and dedication. In addition to the festival itself, VMs help with the planning of the festival, attending meetings during the year and inputting ideas. They also attend briefings each day of the festival so that information can be updated and shared. VMs are required to complete an online Health and Safety training course as part of our licence agreement.

Team Leaders are also experienced stewards and there will be a Team Leader on duty at all times in each venue who is responsible for the general running of the shift, including allocating specific duties to the team. Team leaders will be responsible for a whole event, from sound check to finish, though there may well be handovers during this period, so you are likely to have fewer, longer shifts than regular stewards.

Radio Room (Comms): This is the Control Centre for the whole festival, where the festival communications are monitored, and involves responding to situations and generally keep the whole place running! Most people placed here will have experience of the radio room, but we do try to introduce new people each year, to increase our flexibility, so do indicate your interest in this role.

Kids Zone: Ever popular, there is a dedicated area for younger children, where a full programme of events takes place. We have 2 or 3 stewards at any time, who are all experienced in working with children. No-one is left alone with the children, but we do ask that Kids Zone volunteers have a current DBS clearance.

Hopefully this guide will give you a good idea of what each duty involves – please indicate on your application form what you would like to do and we'll do our best to accommodate this. Do bear in mind that some teams are very small so we can't guarantee anything!

The general requirement is for up to 4 hours each day during the festival days, but if you arrive earlier you will be expected to take a duty each day you are on site. Saturday tends to be very busy and we may ask some people to do extra on Saturday instead of Thursday or Friday, when there are fewer shifts available. (Setup crew tend to do significantly more than this)

Please be aware that there may be limited "facilities" on site during the setup days.

Most people now have their own Hi-vis jackets, which we encourage you to bring – if you don't have one there will be a limited number available to borrow, and we may have some for purchase at a minimal cost. Everyone on a concert venue, gate duty, wombles or welcome team will need to wear one. Admin duties will generally not require them.

Thank you

..... Just one more thing!

Do you have financial expertise/experience? We have a vacancy for a volunteer to assist the Financial Director throughout the year. If you're interested in this job, then please email and your details will be forwarded accordingly. *Thank you*

**Please checkout the Website and Social Media for information regarding artists
and festival news as it breaks!
www.warwickfolkfestival.com**