



JOB TITLE

Operational Assistant

LOCATION

Big Church Festival, Littlehampton/Remote Working

REPORTS TO

Big Church Festival Operations Manager

JOB TYPE

To support the Event Manager and the operations team with the delivery of Big Church Festival 2025

ESSENTIAL

- 2+ years of experience in a similar role
- Previous experience of outdoor events
- Excellent attention to detail & organisational skills.
- Experience of scheduling or project management.
 - Communication and negotiation skills
- Ability to work independently and be proactive in finding solutions
 - Capable of working with internal teams and partners
- Ability to work under deadlines and stay calm under pressure
 - Competent in excel, word or google equivalent
 - Able to work to tight deadlines
- The right person for the role must be highly motivated and able to work well alone and within a team.
- Be enthusiastic about promoting BCF's charitable aims of church unity and evangelism

DESIRABLE

Event Management qualification

JOB LOCATION + HOURS

Work from home, must be able to come to the office in Rustington once a week and attend full team meetings once a month in person.

Must be able to be on site for event from 11 - 29 August 2025

Pre-event: October - December 8 hours a week, January - August 16 hours a week

On site: 12 hour days minimum - accommodation and food provided

Post event: September - October 8 hours a week

PRINCIPLE ACCOUNTABILITIES

Catering and Accommodation

- Gather accommodation requests/allocations from teams
- Book hotels and liaise with Production Manager to ensure all teams are accommodated
- Collate catering requirements for staff, contractors, artists, guests and liaising with Strong Flavours

Equipment

- Ordering all equipment for site offices (production, operations, event control etc) and ensuring all offices correctly set up
 - Source and book radios and liaise with radio provider
 - Collate radio requests
- Organise printers and laminators Organise buggy allocation and set up management system with Production Manager - for hand over to Site Office Manager
 - Managing deliveries to the site of partner items e.g. brochures, giveaways

H&S

- Work with Production Manager to prep essential paperwork e.g. who's who sheet, H&S signs, pass sheets
 - Work with H&S team regarding on site safety briefings

Accreditation

- Liaise with the Accreditation Manager to get documents and disclaimers onto the system: H&S briefing, buggy disclaimer, staff onboarding form, drivers licence uploads, photos for passes etc
 - Set up Residents Complaint number
 - Ensure correct information is on the system for each group/ area

Transport and Traffic

- Order Shuttle Bus and ensure correct times are published on the website and social media - liaise with Rosie Vickery-Brown
 - Investigate options of running a coach service from London for attendees
 - Book the highways cleaning vehicle

General

- Attend monthly team meetings
- Proof all operational comms e.g. website text
- Update, print and distribute the staff handbook
 - Create and distribute event itinerary
 - Coordinate team meetings
 - Ensure the event is GDPR compliant
- Other reasonable duties as directed by the Production Manager and Event Manager

Gates

- Work with Gate Manager to ensure that each Gate is adequately staffed and resourced
- Work with equipment provider to order all laptops and phones as required for the gates teams
 - Ensure all furniture and signage is ordered, delivered and set-up correctly
- Check that gates are functioning correctly and all equipment is in place, assist to resolve to any issues which may occur and regularly feedback to the Event Manager

Resident Liaison

- Place adverts in all local parish magazines and on facebook groups
- Contact all Parish Councils in local area informing them of of the event
 - Letter drop to all residents in immediate vicinity of the Estate
- Respond to any queries from customer services directly relating to local residents

Site Office/ Event Control

- Assist with recruitment of site office manager and team
 - Support Site Office manager
- Event control management - work with the team, coordinate briefings, equipment etc

General

- Support team members with using Click Up
- Update Event Manager on a weekly basis regarding any budget changes/ requests
 - Support Event Manager with any requests as required
- Create pass sheets for each area - once approved print and check put up correctly

On site

- Admin support to Event Manager
 - Managing Site Office team
- Ordering on site consumables & resources following budget procedures
 - Prepare on site daily report (template of report to be provided)
 - Daily Incident Log - Keep up to date
 - Emailing & Distributing Daily briefing documents & weather updates
 - Managing Onsite Accommodation for staff & crew
- Other reasonable duties as directed by the Production Manager, Event Manager & Senior Big Church Festival Management Team

Post event

- Collating feedback information and submitting a report to the Event Manager
- Arrange and attend a debrief with Strong Flavours and follow up any actions
- Ensure all radios are sent back and chase any missing radios or equipment
- Submit a feedback report and attend a debrief meeting with the Event Manager

KEY WORKING RELATIONSHIPS

Event Manager
Production Manager
Partnership Manager
Gate Manager
Accreditation Manager
Site Office Manager

HOW TO APPLY

Interested candidates should submit their CV and a cover letter detailing their relevant experience to info@bigchurchfestival.com.

Role to commence Autumn 2024

Application Deadline: Monday 16th September 2024*

Big Church Festival is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees & contractors.

*Big Church reserves the right to close the application date earlier if a suitable candidate is found.

