Glastonbury Festival 2027 **– Accessibility Team Assistant 2027**

Based At:	Worthy Farm, Pilton, Somerset, BA4 4EE
Reports to:	Accessibility Manager
Duration:	1st February – 30th June 2027. Fixed Term PAYE contract to support with the 2027 Festival
Hours:	2 days per week 1 February – 31st March 3 days per week 1st April – 31st May Full time 1-30th June The role is based in-person at Worthy Farm and the 2 working days will be **Mondays** and **Thursdays** throughout. During April and May there is flexibility on what day of the week the 3rd day is. For the final month there will be some longer days, evenings and weekend work.
Pay rate:	£14.50/hour (Gross)

Duties:
This role will be based within the busy offices for Glastonbury Festival. This role is fixed term and in-person, to support the Accessibility team with the successful delivery of the 2027 event.

The Accessibility Team Assistant will provide administrative and practical support to the Accessibility Manager and Accessibility Customer Coordinator as workload increases ahead of the 2027 Festival.

Before the event, the role will be focused on enquiries, customer and crew accessibility applications, record keeping and preparing information and passes.

During the event, the role will mainly be based in the accessibility campsite office, supporting the team and assisting with customer enquiries.

Duties can be varied, and all team members are expected to help where needed as priorities change.

Before the event

- Respond to routine accessibility enquiries by email, using agreed information and guidance

- Help process customer and crew accessibility applications, maintain accurate records, request missing information and confirm agreed arrangements
- Refer applications needing further assessment or approval and flag recurring queries or process issues
- Help update accessibility guides and email templates and prepare and send customer and crew communications
- Prepare customer and crew packs, ensuring each contains the correct passes and information
- Prepare lists, signage and resources for the onsite teams
- Provide general administrative support to the Accessibility Manager and Accessibility Customer Coordinator

During the event

- Assist with customer enquiries about accessibility facilities, services and agreed arrangements
- Support the campsite office team with day-to-day administration and practical tasks
- Keep records, onsite information and resources organised and up to date
- Help prepare and distribute information, equipment and resources for the wider accessibility teams
- Refer complex queries, complaints or issues to the Accessibility Customer Coordinator or Accessibility Manager
- Support the Accessibility Manager, Accessibility Customer Coordinator and Steward Team Coordinator with additional duties as needed

Requirements

- Excellent attention to detail, particularly when processing applications, maintaining records and preparing passes
- A friendly, approachable manner and clear, respectful communication
- Confidence using email, spreadsheets and online systems, with training where needed
- Ability to organise and prioritise tasks, follow agreed processes and ask for guidance when unsure
- A flexible, practical approach, working well with others and happy to muck in as priorities change
- Discretion and respect for confidentiality when handling personal and sensitive information
- Ability to work in a busy festival environment, including weather conditions that can be challenging, with reasonable adjustments where required
- A commitment to inclusion and equality, an interest in disabled people's rights, an understanding of the Equality Act 2010 and a willingness to learn more about barriers to access
- A full UK driving licence as driving onsite is an essential part of the role (Genuine occupational requirement in accordance with the Equality Act 2010)
- Administrative and customer service experience is essential. Either from paid work or volunteering experience in any sector
- Previous festival or events experience is desirable but not essential
- The successful candidate must be able to represent the Festival professionally, communicate clearly by email and in person, and find practical solutions to customer queries

- Disability Equality and Customer Service training is desirable but not essential as training can be provided
- The role requires a proactive, calm and efficient approach when managing busy workloads, with flexibility to adapt as demands and priorities change

Additional Info:
The role will involve weekend work over the Festival period. The role is based at our offices in Pilton rural somerset.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

If you require any reasonable adjustments as part of the recruitment process or when employed, then do let us know.

In order to work for Glastonbury Festival you must have the Right to Work in the UK. Individuals from outside the UK must be in possession of a work permit to allow them to take up employment. For more information please visit the Government's Working in the UK website. As most roles are for a short period, our ability to gain a UK work permit for potential employees from outside the UK is extremely limited.

Information submitted via this application is held by Glastonbury Festival Events Limited under the provision of the General Data Protection Regulation for a maximum of 12 months. We will process your information in accordance with our privacy policy and we will not pass your details on to any other organisation. For more information please visit https://glastonburyfestivals.co.uk/privacy-policy/

For further information and to apply, please email a copy of your CV and covering letter to **hr@glastonburyfestivals.co.uk by 4th December 2026** along with any questions about the role and application.