Glastonbury Festival 2027 – The Hatch – Fixed Term Contract

Based at	Worthy Farm, Pilton, Somerset, BA4 4EE
Reporting to	Site Manager
Duration	24th May – 9th July 2027
Hours	5 days per week in May, with days increasing throughout June *Full time role primarily based at Worthy Farm Offices. During the busy period additional hours may be required with evening and weekend work expected during June and early July.*
Pay rate	£14.5 per hour

Duties:

The Hatch is the go-to place for crew members throughout the festival, and this role sits right at the centre of it all. As one of the first points of contact on site, you'll be helping a wide range of crew, contractors and suppliers with everything from general enquiries to collecting essential items needed for their work.

This is a busy, varied role that requires excellent people skills, a calm approach under pressure and the ability to juggle multiple tasks while maintaining a friendly and professional attitude. The role would suit someone with experience in customer service, reception, administration, event operations or crew welfare, who enjoys working in a lively and people focused environment.

Main duties of the successful applicant:

- Welcoming crew members and responding to a wide variety of queries.
- Issuing and collecting accommodation, vehicle and cabin keys.
- Checking driving licences and other required documentation.
- Distributing meal tickets, vehicle passes and other crew resources.
- Maintaining accurate records and completing administrative tasks.
- Signposting crew to the correct departments, facilities and services across site.
- Supporting the smooth day-to-day running of The Hatch.
- Helping to resolve issues quickly and efficiently in a fast-paced festival environment.

<u>Other duties include;</u>

- Acting as a key point of contact for crew throughout the festival.
- Answering phones, monitoring emails and responding to day-to-day enquiries.
- Keeping accurate records and making sure important information is passed on to the right teams.
- Taking a proactive approach to gathering information and following up on outstanding queries.
- Providing a welcoming, professional and helpful service to all crew, contractors and suppliers.

- Recording accidents and incidents reported through The Hatch and escalating them promptly to the Health & Safety team.
- Helping to keep The Hatch organised, efficient and running smoothly during busy periods.

Requirements

- Friendly, approachable and confident dealing with people from all backgrounds.
- Highly organised and able to prioritise during busy periods.
- Comfortable handling confidential information and administration.
- A proactive problem-solver who enjoys helping people.
- Calm under pressure and able to remain professional when dealing with high volumes of enquiries.

Additional Info:

The role will involve some weekend work over the Festival period. The role is based at our offices in Pilton.

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 30th November 2026**