

Volunteer Role Profile: Info Team

Introduction: Info is a core feature onsite at New Wine Festival, being the front-face for delegate enquiries throughout the week about programmes, venues, tickets, and general questions. The Info Team run both the Info Desk and the Day Ticket Booth. The Info Desk is located within the Café in the Fun Zone, and the Day Ticket Booth is located near the delegate entrance gate.

About: We're looking for friendly, energetic, and helpful volunteers to provide a warm and hospitable welcome alongside accurate information and assistance to delegates, visitors, and team members. You'll be the go-to person for enquiries, helping people feel informed, supported, and valued throughout the festival.

Key responsibilities:

- Provide a kind and friendly welcome to all and communicate information to delegates.
- Answer a wide variety of queries about the site and the festival's programme.
- Scanning e-tickets and exchanging for festivals wristbands using FestivalPro scanners.
- Sell day tickets and additional camping or offsite tickets through SumUp till system.
- Sell programmes and assist with basic booking enquiries through SumUp till system.
- Distribute delegate parking permits, additional access and replacement wristbands and other festival material.
- Manage or triage queueing system to ensure minimal waiting times.
- Encourage the use of reporting to ensure event feedback can be responded to.
- Escalate complex enquiries to Team Leader or supporting Staff members.
- (Info Desk) Assist with close and open of the Info desk, ensuring resource and equipment are safely stored.
- (Day Ticket Booth) Transport resources to and from the Ticket Booth.
- (Day Ticket Booth) Unsupervised close and open of Ticket Booth, ensuring resources and equipment are safely stored.

Personal Specification:

- Calm, resilient, polite under pressure and good at on-the-spot problem-solving.
- Being friendly, approachable and helpful in every interaction - with a "can-do" attitude to solving queries.
- Servant-hearted.
- Understand the need to make New Wine Festival a fun and exciting experience for delegates.
- Demonstrate strong listening and communication skills, particularly for delegates with complex enquiries or additional needs.
- (Day Ticket Booth) Physically able to travel across site with resources to reach the booth - around a 10-15 min walk from furthest campsites. Adapted roles are available for those with accessibility requirements.
- Trusted, time-conscious and reliable. Ability to work with a level of independence and initiative.

- Supportive of New Wine's aims and objectives and demonstrative of the culture of ONE TEAM by supporting and upholding other volunteers and teams.
- Able to take direction from Info Team Leader and supporting Staff team members.

Primary Liaison with:	• Info Team Leader • NW Staff Events Team
Secondary Liaison with:	• Control Team

Reports to:

Info Team Leader