## Forest Live – Accessible Platform Assistant

### About us

Forestry England is the government department responsible in England for protecting, expanding and promoting the sustainable management of woods and forests and increasing their value to society and the environment. Forest Live is an independent programme organised by Forestry England in partnership with Cuffe & Taylor to bring forests to new audiences. Money raised has contributed to a wide range of projects, from wildlife conservation to making improvements for Forestry England visitors.

### Role Description

The Forest Live team are looking for people to assist customers on the accessible viewing platform located in the concert arena. This is a challenging but rewarding role and is key role to ensure customers have a great concert experience. The details of role will involve

* Meeting and greeting customer and providing assistance if needed
* Managing access to the accessible platform balancing the needs of different groups of customers
* Working with security to sensitively manage access to the accessible toilet facilities
* Providing information to customers about the facilities available in the arena

This role may include assisting with litter picking if required.

### What’s involved?

Before your shift you will need to complete an online induction covering information about the event and health and safety. Your shift will start with a briefing where we’ll go through everything you’ll need to know about the event. You’ll then go to the arena where you team leader will point out the key areas and facilities including the accessible entrance, platform and toilets. You’ll get a break part way through the evening to get something to eat and have a walk around the concert. After the concert you will oversee customers leaving the accessible platform.

### We’d like you to

* Have a friendly personality and enjoy meeting people
* Be caring and compassionate
* Enjoy working as part of a team
* Have good communication skills

## We will

* Provide you with an accessibility briefing
* Brief you on the event and the details of your role
* Provide you with a hi-viz tabard and any other personal protective equipment required for your role.
* Provide you with food and refreshments.

## Forest Live – Accessible Parking Meet & Greet

### About us

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### Role Description

The Forest Live team are looking for people to meet and greet customers in the accessible parking area and to provide any information required to ensure customers have a great concert experience. The details of role will involve

* Meeting and greeting customer in the accessible parking area and providing assistance if needed
* Providing information to customers about how to get to the arena and the facilities that are available
* Helping customers with any general questions or queries they may have

This role may include assisting with litter picking if required.

### What’s involved?

Before your shift you will need to complete an online induction covering information about the event and health and safety. Your shift will start with a briefing where we’ll go through everything you’ll need to know about the event. You’ll then go to accessible parking area where you team leader will go through the details of your role. If you opt to work until the end of the night you’ll get a break part way through the evening to get something to eat and have a walk around the concert. Depending on which venue you are volunteering at you may be asked to help oversee customers getting back to their cars after the concert.

### We’d like you to

* Have a friendly personality and enjoy meeting people
* Be caring and compassionate
* Enjoy working as part of a team
* Have good communication skills

## We will

* Provide you with an accessibility briefing
* Brief you on the event and the details of your role
* Provide you with a hi-viz tabard and any other personal protective equipment required for your role.
* Provide you with food and refreshments.

## Forest Live – Arena Steward / Litter Picker

### About us

Forestry England is the government department responsible in England for protecting, expanding and promoting the sustainable management of woods and forests and increasing their value to society and the environment. Forest Live is an independent programme organised by Forestry England in partnership with Cuffe & Taylor to bring forests to new audiences. Money raised has contributed to a wide range of projects, from wildlife conservation to making improvements for Forestry England visitors.

### Role Description

The Forest Live team are looking for people to help us steward and litter pick around the concert arena. The details of role will involve

* Marshalling queues to helping customers arriving at the arena
* Picking up litter using a handheld litter picking device
* Keeping the arena entry gate areas clean and tidy
* Emptying bins and re stocking with new bin bags, carrying full bin bags to the skip area
* Helping customers with any questions for queries they may have

### What’s involved?

Before your shift you will need to complete an online induction covering information about the event and health and safety. Your shift will start with a briefing where we’ll go through everything you’ll need to know about the event. You’ll then go with your team leader to have a tour of the site where they point out all the key areas and facilities are and will show you the location of the bins and skips. If you work until the end of the night you’ll get a break part way through the evening to get something to eat and have a walk around the concert. When the concert finishes, you’ll assist with picking up litter left in the arena.

This is quite a physical role involving walking around the arena to keep it clear of litter and report any issues to staff. You will be required to lift full bin bags and carry them to skip locations on the outskirts of the arena. The arena is part of our forest and on grass/uneven ground with slopes.

### We’d like you to

* Have a friendly personality and enjoy meeting people
* Be hard working
* Enjoy working as part of a team

## We will

* Brief you on the event and the details of your role
* Provide you with a hi-viz tabard and any other personal protective equipment required for your role.
* Provide a litter picker, gloves and bags for litter picking
* Provide you with food and refreshments.