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**Join the ZooCrew – Team Leader Job Spec**

**Do you have team leader experience in the outdoor or events industry? Join the ZooCrew on the road for the 2020 summer season. We’ll be hitting the top festivals and events of the season, from Glastonbury to Boardmasters to Ramblin Man Fair. We create deluxe accommodation villages all over the country, live in crew camps (bring your tent!) and enjoy three meals a day from one of our talented crew chefs.**

**Start and End Date:** Our season starts in May and usually finishes in late August/early September. We have a range of start dates, dependent on our festival schedule. We don’t promise continuous employment throughout the summer season but the better your availability the more work you will get.

**Location:** Be prepared to be on the road for most of the summer with only a day or so between festivals. We travel the country from top to toe, so it doesn’t really matter where you live. However our headquarters is in Stockton, Wiltshire and we often have additional work for local crew at our Yard helping to sort out kit. Having your own vehicle is essential, unless you’re applying with a friend and are planning to car-share.

**Travel:** Team Leaders will often be asked to drive a crew vehicle to site or around site. This ranges from a Transit Van to a 4x4, so experience of driving larger vehicles is advantageous. You must also have a clean driving licence.

In the case of you taking your own vehicle to site, we pay a contribution to your petrol costs, which increases with every additional crew member you take. Please note, all mileage is paid from our headquarters to the event site, NOT from your home address.

**Camp Life:** We are allocated a ‘crew camp’ on arrival at the events. You will need your own tent, bedding and mattress, as well as a plate, bowl and cutlery. We work in rain, sunshine and high winds, so you need to enjoy being outside and come prepared – from wellies to suncream! Our kitchen tent and crew chef are the centre of camp life, where we have morning briefings, eat all our meals, make hot drinks and relax after work.

**Reporting to:** Our crews are led by a Project Manager who is on-site at all times and supported by Build Managers and/or Team Leaders (depending on the size of the job).

**Job Role:** The ZooCrew is responsible for building boutique camping sites at festivals, sporting events and private parties or weddings. We erect bell tents, tipis and yurts, ‘dress’ them with carpets, beds, tables, chairs, lanterns etc. Once the event goes live, we offer reception and maintenance services across the festival weekend and then we take it all down again!

The Team Leader will assist the Build Manager and/or Project Manager with the planning and structure of the rig and derig and lead small groups of crew to complete specified tasks in the build area. During the live event, Team Leaders will lead reception crew, with a senior manager on-call at all times. Team Leaders are expected to be aware of any crew welfare concerns, maintain health and safety on site and escalate any crew issues to a senior manager.

**Skills Required:** Leadership experience, a fun and positive outlook at all times and lots of stamina.

* Leadership experience – when you’re putting up 400 bell tents and dressing them with 5 different interior packages, you need to keep your eye on the ball. Knowing where your crew is and what tasks have been completed so far is essential
* Good physical fitness and stamina – we do a lot of walking and a lot of carrying of fairly heavy kit. Team Leaders carry as much as crew do!
* Enjoy working in a team – our Team Leaders lead the teams from within. You’ll do everything a crew member does and more. Leading by example and being aware of the team dynamics is key
* Good attention to detail – the job is not just fetching and carrying. Putting up a good bell tent is an art. As is making a perfect bed, arranging the cushions just so and sweeping the grass out of the tent, as well as ensuring every crew member is following the same standards. The customers first impression of the tent is vital
* A flexible approach to work – when you’re living and working in a field, things can change rapidly. A lorry might not turn up, a thunderstorm might appear, the chef might be ill… We ask that all our crew and managers are adaptable and comfortable with change.
* Good interpersonal skills – we are constantly on show when we are building. The client does walk-arounds, the health and safety team are doing their checks, other suppliers are building their structures alongside us and it is essential that we project a professional and courteous image at all times
* Full and clean driving licence.

**Additional Reception Experience:** Any previous customer service experience is advantageous, as at many of our events we also offer Reception Services. Team Leaders will lead reception shifts during the live event. This includes checking arriving customers in using a database, issuing wristbands for the boutique camping area and dealing with any enquiries, while delegating concierge and maintenance tasks to crew members.

**Additional Driving or Forklift Experience:** Please let us know if you hold a C1 or C1E licence, as we are always looking out for team leaders and managers who are able to drive our lorries and tow a trailer. Forklift experience is also a bonus.

**Apply now by sending your CV to hannah@zooeventsgroup.co.uk**