



FESTIVAL FEEDBACK COLLECTOR | JOB DESCRIPTION

JOB TITLE:	Festival Feedback Collector, b-side 2024
CONTRACT:	PAYE or Service Contract option for those that are freelance
FEE:	£12 per hour
LOCATION:	Portland, Dorset
REPORTING TO:	Festival Steward Team Leader
START DATE:	August (one-hour training session TBC) 05 September 2024 (festival starts)
END DATE:	08 September 2024
APPLICATION DEADLINE:	11 August 2024, 6pm
INTERVIEW DATE:	W/C 19 August 2024

ABOUT THIS ROLE

Love culture? Love meeting new people? Love the outdoors?

Then b-side is looking for you! We have a wonderful Festival planned for this year, with lots of different events and art installations popping up all over the beautiful Isle of Portland.

We are looking for confident, enthusiastic people who are excellent at listening, communicating and handy with a tablet, to become our Festival Feedback Collectors at b-side Festival, 05 - 08 September 2024.

Come and join the b-side team and be at the heart of the festival, engaging with our audiences and gathering feedback from our festival visitors. Our visitor opinions are very important to us and without them it makes it difficult for us to evaluate our events and who our festival has reached.

With a supported team and questionnaires in an efficient, digital format, we hope to make the role an enjoyable opportunity where you get to meet different people at b-side's unique events. Often the questionnaire becomes a part of the visitor's experience because they have a chance to reflect on their time at the festival.

Many of our volunteers from previous years will be aware of the style of questions we usually ask. Also, those that have experience with arts events receiving Arts Council Funding might also have had encounters with these types of questions, as they often follow a similar format. We encourage those with experience or who feel confident approaching people to apply.

Another way visitors can help is by completing a paper Feedback Card which Stewards will also be able to assist with distributing.

Festival Feedback Collectors will be supported by the Festival Zone Leaders and Festival Steward Team Leader.



KEY TASKS

- Festival Feedback Collectors will be stationed at a site or zone, which can include multiple exhibits within short walking distances.
- They will work on their own, inviting festival visitors to complete a survey about their experience of the festival so far. The survey will be on a tablet (iPad or similar).
- The Feedback Collector will ask or show the visitor the questions and enter their answers, taking approx. 5 – 10 minutes to complete.
- Feedback Collectors will aim for daily targets to complete surveys and be proactive about engaging with visitors.
- Feedback Collectors are responsible for equipment during their shift and will help with the set up and pack down of their station.
- Feedback Collectors can also offer visitors the option to fill in a short card survey instead of the tablet.
- Any information supplied by visitors must be securely looked after and handed over at the end of the day.
- During the shift Festival Feedback Collectors must be contactable by phone with the Festival Zone Leaders and Festival Steward Team Leader. They must inform the relevant team member if there is a technical or safety concern.

DESIRABLE SKILLS, EXPERIENCE, and BEHAVIOURS

- Friendly, engaging, calm and polite.
- Confidence with tablets (iPad or equivalent) and technology is essential.
- Comfortable working on their own
- Proactive and motivated.
- Experience with customer facing roles or with similar feedback questionnaire interviews desirable but not essential. Happy for those that are enthusiastic and would like to have a go to apply.

FEE AND TERMS

- £12.00 per hour
- The role is flexible, you can do 1 - 4 days of the festival, 05 - 08 Sept.
- Shifts vary from 2 – 4 hours per day between the hours of 12:00 – 18:00
- We also have evening shifts available for our evening events 19:00 – 20:30
- This role is subject to PAYE, or a Service Contract for freelancers
- Applicants must be available for a one-hour training session on **23rd August (one-hour training session)**, in Portland.
- b-side is happy for those already looking to do volunteer steward shifts at the festival, to additionally apply for separate Festival Feedback Collector shifts.



HOW TO APPLY

To apply please send a brief email to zara@b-side.org.uk including;

- Any relevant experience or skills, if applicable
- Your availability during the festival

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ACCESS

If you have access requirements, and would prefer to apply in a different format, or would like us to make reasonable adjustments to the interview process, please contact zara@b-side.org.uk or text Monika 07875 568 638 to request a call back.

CONTACT

Please get in touch with Zara zara@b-side.org.uk if you have any questions about the role.

OVERVIEW OF B-SIDE FESTIVAL 2024

b-side is an internationally recognised and locally loved arts organisation that both embodies and enriches its place of origin - the Isle of Portland in Dorset.

This island is the beating heart that inspires b-side's work, but our projects and opportunities extend all over Dorset and beyond.

We work with and commission artists who are as excited by the bigger picture as the smallest detail. Our current 'Who do we think we are?' programme regards Portland as a microcosm to explore relationships to and with land. We invite artists, residents, and researchers to create unique and inventive projects inspired by the themes of 'people' and 'place'. We host big discussions on topics that affect us both locally and globally and create art that exists in unusual and unexpected places.

Underpinning our approach is the recognition of the need for sustainable tourism. We want everyone to be able to experience everything we love about Portland in a way that respects and benefits the island and those who live and work there.

"Geotourism is defined as tourism that sustains or enhances the distinctive geographical character of a place—its environment, heritage, aesthetics, culture, and the well-being of its residents."

National Geographic

We produce the b-side festival bringing unique art to local audiences and visitors alike, sharing incredible stories about and with the Isle of Portland, as well as the rest of the world.

b-side is run by a collaborative team of artists, producers and curators with experience in visual arts, live art, performance, social practice, heritage, environment and arts education. In 2012, we were awarded funding from [Arts Council England](#) to become a National Portfolio Organisation.



b-side is not just a festival, we commission a whole range of art, research, events and activities throughout the year.

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b-side is currently running **Common Lands**, the over-arching theme for our programme of work over the coming years.

In 2024 Common Lands focuses on people with Who Do We Think We Are?– a project exploring and celebrating identity, migration and ancestry.

2024 is b-side's 10th Festival! We've invited artists from across the UK and the island to inspire and share with us artworks that celebrate the theme, *Who Do We Think We Are?* – an exploration of migration stories and identity.

This year's festival is a joyous celebration of innovation showing how local and international communities connect through creativity.

Thank You. We look forward to hearing from you.