



Festival Refill Lead

Salary: £14.00 per hour

Hours/Term: Seasonal Freelance, hours dependent on festivals

Location: Remote/On-site at events

Background

Water underpins all forms of life. We're working towards a future where the world's water sources are protected from the impact of the climate crisis. Our vision is of a global water system in which everyone, everywhere has enough safe water to stay healthy, sustain their livelihoods and unlock their potential.

Frank Water's UK-based social enterprise delivers various services that not only raise funds to support our charitable programmes but also reinforce our mission to inspire a more sustainable approach to water. Our Festival Refill service is a no waste alternative to single-use, with 100% of profits reinvested in our charitable mission. The role will predominantly be on-site at festivals with some pre and post event management completed from home or from the Frank Water office. You will be required to manage your time effectively.

Job Purpose

To lead the delivery of Frank Water's festival refill service. You will lead a team of festival volunteers and oversee all technical and operational elements of the service, ensuring a reliable service, strong sales and high customer engagement.

Key Responsibilities:

- Set up, manage, and dismantle Refill service at festivals
- Build relationships with festival staff to optimise service
- Arrange meal voucher deals with food vendors and manage distribution to volunteers
- Brief, lead, and motivate volunteer teams on sales techniques and hygiene standards
- Ensure proper charity messaging, signage, and payment systems at kiosks
- Coordinate volunteer scheduling
- Monitor volunteer wellbeing, providing breaks and necessary support
- Track stock levels of bottles, refill wristbands, and other retail items
- Represent Frank Water to festival organisers and public
- Secure equipment, payment devices, and cash overnight
- Manage water/power connections and daily water quality testing
- Record impact data (litres of water refilled, bottle sales, engagement)
- Return equipment clean and report any maintenance needs

Experience, skills and attributes:

- Passion for environmental and social change
- Experience managing teams, preferably at events
- Cash, budget, and stock management skills
- Self-motivated with strong interpersonal abilities
- Comfortable working outdoors and camping
- Excellent time management
- Problem-solving skills
- Able to lift and move equipment