

FESTIVAL STEWARD

The Grange Festival is an arts charity which presents a dynamic programme of opera, dance, and concerts each June and July, held on an unparalleled English country estate.

Alongside the Festival we run a year-round programme in schools, and with emerging talent, engaging with our Hampshire communities as well as partnering with the wider education and performing arts sectors.

ABOUT THE ROLE

The Grange Festival are recruiting Festival Stewards to join our team for the 2026 Summer Festival running from 29 May to 12 July. As a member of our Festival Team, you will play a key role in ensuring every patron has a smooth, safe, and memorable experience from the moment they arrive.

Applicants must have a real commitment to providing excellent customer service, together with strong interpersonal skills, as well as an interest in working in the Arts. Candidates will be required to work in a Front of House capacity across the site but can show a preference to working in the theatre, or outside car parking.

SHIFT DETAILS

Shifts will be scheduled on a rota basis and are variable, typically between 2PM and 10PM depending on performance days and operational needs. Flexibility is required but each candidate will be expected to be available for a minimum of 3 shifts per week including weekends and must be available on Friday 29 May for an induction day.

Salary £12.71 per hour

KEY RESPONSIBILITIES

Lighting Delivery & Repertory Operation

- Greeting and welcoming guests upon arrival in a warm and professional manner, providing essential venue and programme information.
- Directing audience members around the site, including to dining areas, bars, accessibility facilities and toilets.
- Assisting with ticketing and guiding patrons to dining and theatre seating, selling and distributing programmes and answering guest queries about the performance and the site.
- Managing late arrivals sensitively and in accordance with the house policy.
- Assisting guests with accessibility needs and mobility requirements, ensuring an inclusive experience for all.
- Monitoring the auditorium and site during performances, proactively addressing any health and safety issues, disruptions, or arising customer needs.
- Supporting the wider Visitor Experience team during intervals and post-show until the site is clear.
- Collaborate with colleagues across departments to ensure smooth day-to-day festival operations.

Skills & Experience

- Strong communication and interpersonal skills with a warm and approachable manner.
- Highly organised, calm under pressure, and attentive to detail.
- A genuine commitment to delivering excellent customer service.
- Ability to work well in a fast-paced festival environment.
- Availability to work evenings and weekends throughout the festival period.
- Previous experience in a customer-facing role is desirable but not essential – full training will be provided.
- An enthusiasm for the arts and cultural events.

What We Offer

- A varied, hands-on role in one of the UK's premier arts festivals.
- Competitive hourly pay.
- A supportive and collaborative team environment.
- Training and guidance to help you succeed in the role.

The Grange Festival is committed to equal opportunities and actively encourages applications from people of all backgrounds, including those currently under-represented in the arts.

APPLICATION

If you're passionate about delivering great customer experiences and enjoy working as part of a busy festival events team, we'd love to hear from you. Please submit your CV through the form [here](#)