



## Forest Live 2026 - Volunteer Role Specifications - Thetford

### 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 customers with access needs 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

#### 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 your 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
- Enjoy working as part of a team
- Be friendly and compassionate
- 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 light snacks and refreshments.



## Forest Live - Accessible Parking Meet & Greet

### 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 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 customers 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

### 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. Depending on which venue you are volunteering at you may be asked to help oversee customers getting back to their cars after the concert. 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.

### We'd like you to

- Have a friendly personality and enjoy meeting people
- Enjoy working as part of a team
- Be friendly and compassionate
- 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 light snacks and refreshments.

## Forest Live - Carparks Meet & Greet

### 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 meet and greet customers arriving at our Forest Live concerts. This role will include a number of different duties including:

- Meeting and greeting customers as they get out of their cars when arriving at the concert
- Checking customers have parking tickets and directing those that don't have them to where they can be purchased
- Advising customers about any items that aren't allowed to be taken into the concerts
- Advising customers of which way to go to reach the concert arena
- Helping customers with any questions or 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 to your location where your team leader will go through the details of your role.

Some of the car parks are a 15-20min walk away from the concert site. You will be required to walk to your location after your briefing and to take water and warm layers with you. The role will involve walking to different part of the car park as customer arrive. The majority of the shift involves standing and walking. You can bring a camping type chair along to use as long as it doesn't obstruct the pathways.

### We'd like you to

- Have a friendly personality and enjoy meeting people
- Enjoy working as part of a team
- Have good communication skills

### 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 you with light snacks and refreshments.



## Forest Live - Walkways Steward

### 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 steward at our Forest Live concerts. This role may include a number of different duties but may involve

- Meeting and greeting customers being dropped off before the concert
- Helping customers with any questions or queries they may have
- Marshalling crossing points to ensure customers cross traffic safely
- Marshalling walkways to make sure people don't get lost
- Marshalling queues

### 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 your stewarding location where your team leader will go through the details of your role.

Some of the stewarding points are a 15-20min walk away from the concert site. You will be required to walk to your stewarding location after your briefing and to take water and warm layers with you. You will be in one fixed location guiding visitors as they come in. The majority of the shift involves standing and walking. You can bring a camping type chair along to use as long as it doesn't obstruct the pathways.

### We'd like you to

- Have a friendly personality and enjoy meeting people
- Enjoy working as part of a team
- Have good communication skills

### 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 you with light snacks and refreshments.



## Forest Live - Wrist-banding

### 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 put wristbands on customers as they enter the arena.

- This role involves welcoming customers and putting a wristband on their wrist to access the Forest Live arena (wristbands are fabric with a toggle so easy to put on)

### 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 gates ready to apply wristbands when the arena opens. There will be a gate supervisor available to help with any issues or any customer issues that you need assistance with.

### We'd like you to

- Have a friendly personality and enjoy meeting people
- Enjoy working as part of a team
- Have good communication skills

### 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 you with light snacks and refreshments.