



Job Description

Rise Festival 2024 - Head of Operations

Maternity Cover Fixed contract 5 months

Summary

Company:	Rise Festival Ltd
Job Type:	Maternity Cover
Contract:	Full Time fixed contract 5 months
Salary:	£35-38,000 pro rata depending on experience
Location:	Hybrid- Remote + Office Days (London Liverpool Street) + Overseas Travel
Start Date:	August 1st 2024 - flexible to the right candidate
End Date:	December 20th 2024

What is Rise Festival?

Celebrating the 10th year of being the "#PartyOnTopOfTheWorld," Rise Festival is one of the largest ski festivals in the world. Hosting adventure seekers and music lovers from around the world in the stunning mountain village of Les 2 Alpes.

The festival features world-class live and electronic acts on multiple indoor and outdoor stages. It's a week for experienced skiers and beginners alike, with something for everyone.

Role Description

The Operations Department at Rise Festival ensures the seamless execution of all behind-the-scenes activities that make the festival unforgettable. The role encompasses; managing staffing needs for 400 personnel, overseeing high-quality customer service, delivering merchandise offerings, and overseeing the coordination and logistics for 100+ artists.

Beyond delivering a spectacular show, the Operations team is responsible for providing a comprehensive and well-rounded holiday package. This includes airport transfers, equipment hire, lift passes, accommodation, dining experiences, and various event extras. Our goal is to offer festival-goers an exceptional experience from start to finish.

We are seeking a dedicated professional to provide crucial maternity cover for the "Event Director". Working alongside another Head of Operations and reporting directly to the "Experience Event Director". The Head of Operations will oversee all operational aspects of the event, with a particular focus on the holiday/package side.



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The role involves maintaining excellent relationships with key stakeholders and suppliers both in the resort and the UK. Representing the event and the Event Director directly, this position is vital to the event's success.

The first 2 months will involve working alongside the Event Director for a handover period, with the maternity cover commencing on October 1st.

Key Deliverables:

- Airport Transfers:
 - Collaborating with a third-party supplier to ensure smooth arrivals and departures for all customer bookings.
 - Coordinating booking data into an ongoing, editable format for the supplier using advanced Google Suite tools.
 - Ensuring the supplier is timely and promptly sends all necessary information to customers.
 - Recruiting and briefing Rise representatives for each airport.
 - Assisting the supplier with anomaly bookings and troubleshooting issues.
 - Ensuring the communications team and event delivery team have accurate information regarding coach arrivals at the resort.
 - Compiling all external provider coach information into a master movements document.
 - Ensuring the timetable for coach arrivals is accurate in the event management plan and, consequently, the Police's traffic management plan (for both Rise coaches and external providers).
 - Ensuring real-time communication with each zone manager for the arrival of coaches on the event day (both Rise coaches and external providers).
- Equipment Hire
 - Collaborating with the external supplier to ensure all booking data (e.g., ski hire or board orders) for customers is accurately allocated and ordered.
 - Ensuring the supplier uses real-time updates and that these requirements can be met.
 - Coordinating the hire order across departments, including staff and artists.
 - Working with the supplier to ensure deadlines are adhered to and customer communication is maintained according to scheduled dates.



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- Conducting pre-event check-ins with suppliers to confirm readiness and accuracy of orders and products.
 - Maintaining efficient and clear communication with resort partners.
 - Overseeing the supplier on the day of the event to ensure delivery of excellent and prompt service.
- Artist Liaison Management:
 - Ensure the smooth and efficient operation of the Artist Liaison department, providing support as needed.
 - Coordinate artist-related needs with other departments, such as ski hire and hospitality.
 - Maintain and update budgets within the P&L for all aspects, including travel and hospitality.
 - Ensure on-site collaboration between the team and key suppliers.
 - Manage all critical relationships.
- Bespoke and VIP bookings:
 - Manage off-platform booking needs for key stakeholders, director invitees, and industry contacts, including initial contact and needs assessment.
 - Coordinate bespoke requirements with relevant departments, such as the accommodation team.
 - Oversee communications and ensure on-site satisfaction for this group.
 - Lead a small team to deliver exceptional service in this area of the event.
- Ground Transport Management:
 - Oversee the department to ensure it meets the transportation needs of artists, staff, directors, VIPs, and other festival participants.
 - Source optimal solutions for long round trips to the airport and on-site transportation.
 - Maintain and negotiate the best rates with existing suppliers.
 - Establish and secure transport solutions for key staff members, such as vans or hire cars.
 - Prepare mass transport solutions for incoming staff from the airport and ensure this information is communicated in all advances.
 - Manage the department's budget and update the P&L accordingly.



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- Partnerships:
 - Managing partnership acquisitions and agreements.
 - Ensuring all partner needs are coordinated with other departments (accommodation, transport etc) for ordering and clear delivery.
 - Ensuring all deliverables are met within the partnership (pre event, onsite, and post), such as media obligations.
- Press:
 - Assess requirements for all press attendees from our PR company and coordinate with relevant departments, including accommodation and transport, for ordering and on-site delivery.
 - Ensure on-site PR team have all they need to facilitate a smooth experience for press attendees.

Key Experience

- Proven experience in event operations and logistics management, preferably in a festival or large-scale event setting.
- Demonstrated ability to manage large teams and coordinate complex staffing needs.
- Experience working with third-party suppliers and maintaining strong professional relationships.
- Prior experience in managing budgets and updating P&L statements.
- Experience in managing stakeholders and suppliers of varying levels and high-profile relationships.
- Background in coordinating transportation and accommodation logistics.
- Experience in the travel sector/ overseas events
- Use of complex organisational tools

Key Skills

- Ability to troubleshoot for your team members and departments you are looking after.
- Ability to soundboard for the production department.
- Solution focussed during fast-paced changing environment.



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- Exceptional organisational and multitasking abilities.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Proficiency in Google Suite and other project management tools.
- Strong problem-solving skills and ability to troubleshoot under pressure.
- Attention to detail and commitment to delivering high-quality service.
- Ability to work collaboratively across various departments and with diverse stakeholders.

How to apply:

To apply for this role, please send your CV and covering letter to lizzi@rise-festival.com detailing your experience and reasoning for applying.