



**NR Events Limited
Organisation Management team,
Rolls and Responsibilities
2019**

Ian Lucas

Ian Lucas, has over 20 years of experience of business and event management, and 16 years of experience of working with Responsible Local Authorities including working with Local Government Improvement Partnerships, Police, and a range of local government agencies. Ian has 15 years of experience of working with Trowbridge Festival and has been central to reshaping it into a modern, responsible company. During that time he has become increasingly involved in the Association of Festival Organisers, the main professional body in the field of Festivals. As a majority shareholder, he has ultimate responsibility and authority for overall decision-making.

Ian is also a qualified, Corgi registered, gas engineer, plumber and electrician. Ian is ECS Health and Safety qualified and City and Guilds A2 Assessor. Ian has worked on health and safety and security liaison at the Festival for 6 years and has been trained in stewarding by the Association of Festival Organisers. In his role in a family hotel business he has liaised with the Health and Safety Executive and he has a Health and Hygiene Certificate.

Festival Chair (Ian Lucas) Responsibilities:

The Festival Chairman has overall **Total** responsibility for the Festival and line management.

The Festival Chairman appoints and liaises with a core team coordinating, Directors, Site, Operations, sales and liaising with local authorities.

Nick Reed

Nick is also a majority shareholder, and has a passion for local music and particularly the Festival having been involved through his family his whole life. Nick has attended the festival for as long as he can remember and has been involved in nearly all roles over the years. As a result, Nick has an extensive background knowledge of the event in all areas including Stewarding, Artist Liaison, Stage Crew, Site Crew, Site Management and Directorships of various incarnations of the event over 18 years. Nick is PASMA (Prefabricated Access Suppliers and Manufacturers Association) trained. Also, he is an ICT support manager in a large Wiltshire secondary school and therefore in possession of our IT skills and a DBS cleared.

Artistic and Family Entertainment Director (Nick Reed) Responsibilities:

Books all artists and entertainers and where relevant ensures they are DBS cleared to work with children.

Liaises with third party contractors with regards to stage, light and sound and ensuring their compliance.

Ensure that the noise management plan is compliant with the primary objectives of the licence.
Ensures that all relevant certificates from artists and entertainers are copied and passed on to the Operations Manager.
Oversees the running of the stages and arena events by line managing Stage Managers.
Ensuring artists contracts are fulfilled with the help of the Artist Liaison Manager.
Ensuring that all aspects of the audience's experience whilst at the festival are catered for.
Will issue relevant personnel and vehicle passes to any persons they authorise.
Artistic programming and its delivery.
Oversees marketing of the event.
Oversees the IT infrastructure by line managing the Website Manager, Social Media Manager and IT and Communications Manager.

Rosa Jennings O'Connor

Rosa' is an experienced accountant and runs her own accountancy firm Oak Accountancy after previously working for KPMG in Bristol. She is a member of both the ACCA and MAAT. She has all round experience in all aspects of accountancy, tax and running of a business. She brings all our financial skills required as well as being passionate about Music Festivals and other large-scale events. She is also part of the site Crew of other local festivals like The Once Upon a Time in The West Festival.

Finance Director (Rosa Jennings O'Connor) Responsibilities:

Budgeting
Financial Health
Fiscal Strategy
Movement of cash on site
Banking
Ensure that appropriate financial and tax records are kept.

Jean Chatfield

Jean Chatfield who has over 15 years of experience with Trowbridge Festival at the Stowford Manor Farm and Village Pump Festival Westbury site. Undertaking many roles over the years including ticket management and directorship of previous festivals. Jean is fluid in all areas.

Administration and Ticket Sales Director (Jean Chatfield) Responsibilities:

Liaison with co-directors regarding prices & tiers of Tickets
Ticket sales before and during the Festival including Outlets.
Ticket Office stewards and rota.
Ticket money and records.
Management of ticket and box offices.
General company administration.
Responsible for obtaining Event Insurance

Richard Bielby

Fully qualified electrician who spends most of his working life providing power at most of the major festivals (Glastonbury, Isle of Wight, Beautiful Days, Once Upon a Time in the West etc.) and is fully versed in the problems of site power supply. Richard is also fully conversant with up to date health & safety legislation. Richard has been the manager responsible for electrics at the Festival for over 17 years. He has also provided this support to many other Festivals over the years.

Utilities Manager (Richard Bielby) Responsibilities:

Ensure that all power, lighting and water utilities are installed correctly.
Ensure that the storage and removal of any 'waste/grey water' is correctly carried out.
To sign off to Standard: BS 7909:2011 Code of Practice for temporary electrical systems for entertainment & related purposes.
Liaise with Operations Manager, Site Manager and Concessions Manager about all utility requirements.
Line manages Electricians.
Line manages the Water Managers.
Submit confirmations of installation safety to the site HQ.

Charlotte Chatfield

A second generation member of the team. Responsible for all Concessions and Traders on site.

Concessions and Traders Manager (Charlotte Chatfield) Responsibilities:

Taking bookings from Food and Dry Traders.
Liaise with the Utilities Manager with regards to trader requirements and issues.
Ensuring the all food concessions supply relevant health & safety documentation prior to festival.
Ensure that all concessions comply with health & safety requirements during festival.
Ensure concessions locations are planned and correctly located on site.
Report all checks back to the Operations Manager for records to be kept in the Site HQ.
Responsible for liaising with Festival Chair and Directors with regards to any discrepancies in health and safety and food hygiene.

Euan Barker

Euan has grown up with the event. His parents also take an active role in Trowbridge Festival. He has experience in being a trader at previous festivals and in as experienced events Bar Manager at venues such as WOMAD and Larmer Tree Festival. He holds is own Personal Alcohol Licence.

Bar Manager and Designated Premises Supervisor (Euan Barker) Responsibilities:

The Bar Manager has the responsibility for setting up the bar in Main.
Equipping it with appropriate technical services.
Stocking bars with alcohol and soft drinks.
Staffing bars with trained, paid bar staff.
Liaising with suppliers and ensuring the smooth running of the bars, compliant to regulation and the licence.

Supervising each shift of bar staff.

Responsible for ensuring all members of staff are trained in how to deal with minors attempting to buy alcohol, in evidencing their age, and how to deal with intoxicated or unruly customers.

To be the named Licence Holder who is required to be on the licensed premises for the full Licence period.

Supporting the Festival Chairman, as the Designated Premises Supervisor has the responsibility for the Festival adhering to all other general conditions as set out in the Premises Licence.

James Strand

James runs his own ICT consultancy and support business. He brings his wealth of experience from a similar role at Fairford Air Tattoo event.

IT and Communications Manager (James Strand) Responsibilities:

Site Communications including all radio, Wi-Fi and Mobile Networks and Internet.

On-line card readers and IT equipment to be used in Ticket office, Bar & Merchandise.

On-line training system setup support and administration.

Set up the on-line training and recording in liaison with the Festival Chair/Directors and reference to the Event Management plan.

Responsible for monitoring the volunteers to check they have completed their training.

Responsible for compiling the training setup from the event management plan to be disseminated to all crew and stewards.

Gerry Gale

Gerry has over 20 years of experience with Trowbridge Festival and the running. From planning, setup, running and closing down. Gerry is a well-established, well respected member of the team.

Operations Manager (Gerry Gale) Responsibilities:

The Site Operations Manager assists the Festival Chair and Site Manager to set the site up safely, operate and dismantle the infrastructure of the Festival along with all other Managers.

The Site Operations Manager's role includes meeting, greeting and coordinating contractors and traders to build up safely the infrastructure of the Festival site.

Responsibility for undertaking small works in consultation with the landowners and their representatives to make the site safe and effective.

Monitors, manages and maintains the site during the Festival licensed period with the other Crew Managers and oversees and coordinates the dismantling of the site.

Authority to sequester resources to deal with any required site improvement issue.

Implementing any procedure to safeguard the Health and Safety of the public, crew and volunteers.

Checking all records are accounted for and correct in the Site HQ.

Gerry Cooper

A key player at the Westbury event, previous experience of site management and an ex-director of the Village Pump Folk Festival. Sound knowledge of local and national music scene. Many years as an engineer and a good hands on person.

Site Manager (Gerry Cooper) Responsibilities:

Responsibility for organising and scheduling all major infrastructure for the Festival.

Co-ordinating Crew Managers crew and Contractors in setting up the overall Festival Site, and ensuring proper consideration of functional and Health and Safety issues through close liaison with the Operations Manager.

Working alongside the Operations Manager during the Festival.

Authority to sequester resources to deal with any required site improvement issue.

Liaising with the Operations Manager, has the authority to implement any procedure to safeguard the Health and Safety of the public, crew and volunteers.

Richard Whitmarsh

One of the founding members of the original committee who has worked on the festivals organisation team since 1974. Many years of experience in this role at this event at both sites. This year Richard is returning after a few years away from the event to pass on his experience to our Trainee Car Park and Campsite Manager Emma Roberts who is new to the event this year.

Car Park and Campsite Manager (Richard Whitmarsh) / Trainee Car Park and Campsite Manager (Emma Roberts) Responsibilities:

Supervises safe parking and camping with Stewards giving instructions to suit conditions.

In wet weather prevents vehicles from driving onto sloping slippery ground.

Manages Stewards and Security to patrol the car parks and campsites regularly over 24 hours.

Prevents and watches for open fires are forbidden and extinguishes if found.

Liaises with SIA stewards in the Security crew.

Manages local Air Cadets assisting with car parking duties.

Management of the positioning of campers.

Together with their staff, will ensure good traffic flow to and from the site aided by the relevant car window stickers provided to all official vehicles.

Monitor blue routes to ensure they're not blocked or impaired.

Liaise with Operations Manager to get vehicle owner contact information should a movement need to be made.

Rosemary Waters

Rosemary has many years of experience in the artist liaison role from both the Trowbridge Village Pump Festival and the Westbury Village Folk Pump Festivals. Rosemary has performed artist liaison for the Festival for over 19 years.

Artist Liaison Manager (Rosemary Waters) Responsibilities:

Arrange artist hospitality.
Arrange any agreed accommodation for artists, contractors, etc.
Arrange transport to and from accommodation if required.
Inform festival visitors of available accommodation.
Organise and manage back stage staffing team.

Artist Reception Manager (TBD) Responsibilities:

Ensure artists know which stage they are required to attend.
Arrange parking for artist's vehicles and movement of their equipment.
Arrange the implementation of any contract riders for artists (agreed meals, etc.)
Line manage Artist Reception Crew
Assign appropriate passes and information to artists on arrival at site.

Keith Chatfield

Another member of the founding committee in 1974 and has unbroken service to the festival.

Waste Manager (Keith Chatfield) Responsibilities:

Responsible for litter collection and disposal and additional support from volunteer stewards.
To ensure the recycling plastics/glasses from the bars are recycled where possible.
Cleaning of the entire site to remove cigarette ends and small items of litter to ensure it is restored to safe farmland after the event.
Keep an oversight of the toilet facilities on site, arrange cleaning and emptying of mobile units when required.

Neil Lucas

Extensive knowledge of the Stowford Manor Farm site and the Water Manager for all years the festival has been held at the site. Neil is a plumber by trade.

Dave Barker

Water Manager from Westbury site now working alongside Neil. Dave has many years of experience form of festivals such as Glastonbury Festival.

Water Managers (Neil Lucas and Dave Barker) Responsibilities:

Provide plumbing and sufficient water pressure to enable the supply of running water to standpipes, and food concessions.

Iona Barker

A previous Stewarding Manager (and ex-director) from the Village Pump Folk festival Westbury, has many years' experience at other festivals such as Glastonbury Festival.

Stewarding Manager (Iona Barker) Responsibilities:

Pre-festival recruitment of all volunteer stewards.
Management of all stewards during the festival.
Ensure that all stewards are on station at all times.

Arrange cover for any steward who has to leave their station.
Ensure that CRB/SIA staff are available for any child related matters.

Pete Hulbert

Pete is an experience stage manager for various local events, he was the main organiser for the local Holt Music festival for many years. Pete has been part of the Trowbridge Village Pump, and Village Pump Folk Festival Crews for over 15 years so brings a wealth of knowledge and experience.

Main Stage Manager (Pete Hulbert) Responsibilities:

Organise the events on this stage.
Supervise and manage the stage crew.
Ensure the stage is run according to our license, taking into account cut off time, noise levels, etc.
Activate the Emergency Plan for this area if required.
Responsibility for the setting up and dressing of one main stages in the main arena.
Responsible for PA and lighting teams during the festival.
Management during the festival, and dismantling and clearing after the event.
Venue capacity monitoring of the stage.

Kieran Moore

Kieran is a local music promoter and known on the music scene in the area for his promotions company "Sheer Music" that he founded in 2004. He is also the creator of other local events such as "All Roads Lead to Frome" and a big supporter of the Trowbridge music scene. Kieran brings his years of experience of promoting organising and producing local music events.

Bar Stage Manager (Kieran Moore) Responsibilities:

Organise the events on this stage.
Supervise and manage the stage crew.
Ensure the stage is run according to our license, taking into account cut off time, noise levels, etc.
Activate the Emergency Plan for this area if required.
Responsibility for the setting up and dressing of Bar stage in the main arena.
Responsible for PA and lighting in the Bar during the festival.
Management during the festival, and dismantling and clearing after the event.
Venue capacity monitoring of the stage.

Sandy and Graham Ball

Both are local organisers and performers with many years' experience and contacts.

Barn Stage Managers (Sandy and Graham Ball) Responsibilities:

Organise the events on this stage.
Supervise and manage the stage crew.
Ensure the stage is run according to our license, taking into account cut off time, noise levels, etc.
Activate the Emergency Plan for this area if required.
Responsibility for the setting up and dressing of Barn stage.

Responsible for PA and lighting in the Barn during the festival.
Management during the festival, and dismantling and clearing after the event.
Venue capacity monitoring of the stage.

Duty Managers (Rota) Responsibilities:

Duty Managers are the main point of contact for supply and demand of resources.
They receive complaints and reports of concerns from stewards, crew, festival-goers, and any of the responsible authorities.
They log each event in a duty log and record what action they have taken.
They expedite the action and sign the event off when a problem has been solved.
Any outstanding problems are handed over to the next Duty Manager on shift who takes on responsibility for them.
Close liaison with the Operations Manager bringing any points of concern to their attention.

Gill Cooper

Social media manager from previous Village Pump Folk Festival at Westbury and another ex-director. Big supporter of local Trowbridge history and an organiser of events at the Village Pump Folk Club at the Lamb Inn Trowbridge, and currant Village Pump promoted events.

Social Media Manager (Gill Cooper) Responsibilities:

Creating effective social media campaigns to drive ticket sales.
Issuing important festival announcements and information via social media.
Maintaining a safe online social environment around the festival which may include removing or reporting of inappropriate comments.

Tim Hugall

Experienced ICT professional with many years of experience.

Website Manager (Tim Hugall) Responsibilities:

Creating and writing artists profiles on the festival website.
Producing news posts to be published on the website and shared to social media.
Managing and creating email campaigns.
Maintaining the Trowbridge Festival website.
Creating important announcements and issuing relevant information.
Creating and maintaining the point of sale iOS application.