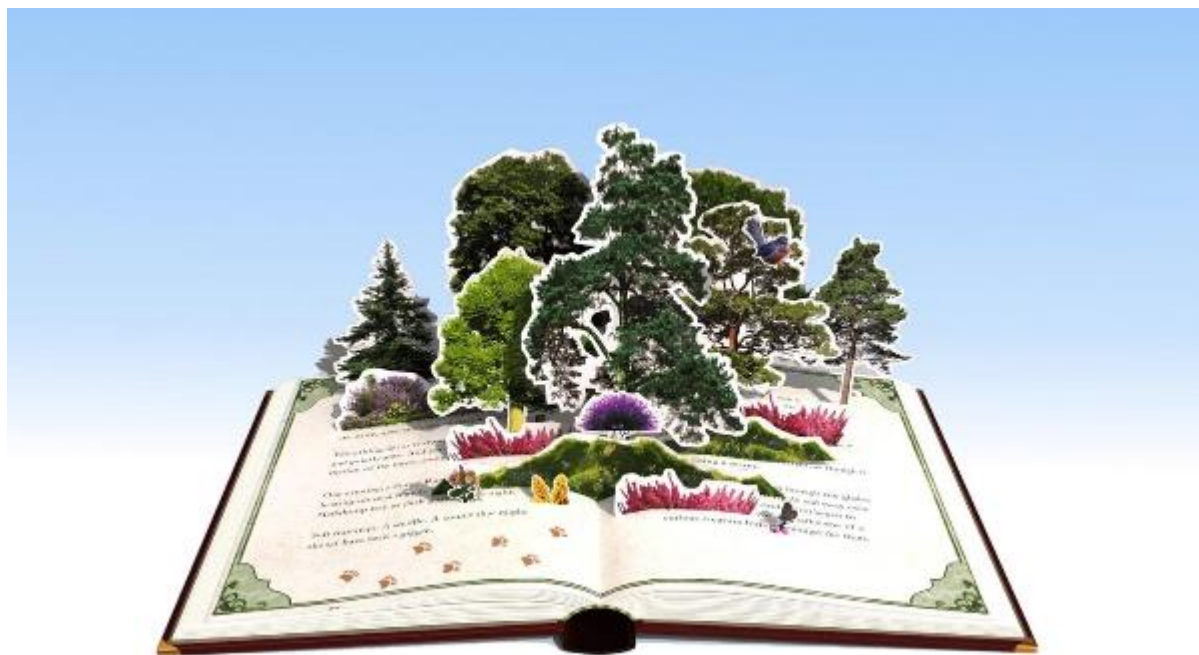


The Big One Hundred – Duty Manager Brief

Job Application Pack

If you need this pack in a different format, please contact our Admin & Finance Assistant jamie@triggerstuff.co.uk or phone 0117 403 4260.



The Big One Hundred

ABOUT THE BIG ONE HUNDRED

To mark 100 years of A.A. Milne's *Winnie-the-Pooh* stories, Ashdown Forest, home of the original Hundred Acre Wood, is partnering with Trigger in summer 2026 to deliver The Big One Hundred.

Trigger is creating a new story for Ashdown Forest that uses imagination, play and storytelling to encourage a deeper connection to nature, and to care for this landscape of environmental and cultural significance for the next 100 years.

At the heart of the project is the appearance of a new, playful creature, who will be discovered through a series of outdoor 'sightings' across the Forest.

The project launches with a two-day Explorer festival experience for families at Ashdown Forest. Visitors are invited to explore a series of activity zones, take part in nature-based workshops, games and storytelling, and follow clues as they search for signs of the creature.

Throughout the experience, families will be encouraged to take part in playful exploration challenges, collecting clues, completing activities and earning 'explorer badges' while keeping watch for sightings of the mysterious creature as it moves through the landscape.



ROLE SUMMARY

We are seeking an experienced Duty Manager to oversee live operations across this large-scale, multi-zoned outdoor event.

This role is critical to ensuring a safe, smooth and high-quality audience experience, with a particular focus on visitor flow, front-of-house coordination, and the successful delivery of activity across the site.

You will act as the central operational lead on event days, coordinating teams, managing real-time issues, and maintaining consistency across all areas of the event.

KEY RESPONSIBILITIES

- Work closely with the Production Manager to support overall site operations and delivery
- Oversee ingress and egress, ensuring smooth arrival and exit for all visitors
- Monitor and manage audience flow, capacity and dwell time across the site
- Ensure all workshops, activities and performances are running smoothly and to schedule
- Provide front-of-house leadership, supporting and overseeing stewards and security teams
- Support the Volunteer Manager in coordinating and troubleshooting staffing on the ground
- Act as a key point of contact for live operational issues, responding quickly and effectively
- Maintain high standards of site presentation and general housekeeping across all areas
- Ensure clear communication between production, creative teams and site partners during live delivery
- Lead team briefings and support end-of-day debriefs

Health & Safety

- Lead on the implementation of health & safety procedures during live event delivery
- Act as a first responder for incidents, escalating where necessary
- Ensure safe audience movement and appropriate crowd management across the site
- Support emergency procedures, including evacuation if required
- Work closely with the Production Manager to ensure all safety measures are upheld

ESSENTIAL EXPERIENCE & SKILLS

- Proven experience as a Duty Manager (or similar) on large-scale outdoor events
- Experience managing front-of-house operations and audience experience
- Strong track record overseeing multi-zoned events with multiple simultaneous activities
- Confident working in outdoor / natural environments with complex logistics
- Excellent leadership and team coordination skills
- Strong understanding of health & safety and crowd management
- Calm, decisive and solutions-focused under pressure



- Highly organised with clear and effective communication skills
- Proactive and adaptable approach
- First Aid qualification

DESIRABLE

- Experience working on family-focused or immersive events
- Fire Marshal training or experience

LOCATION

Event delivery, get in and get out:	Ashdown Forest, Wych Cross, Forest Row, RH18 5JP The Wealden district
Planning and preparation:	Remote working / own studio

TIMELINE & FEES

2 days prep time ahead of Ashdown Forest event, 1 day prep for touring location

1 day Get in at Ashdown Forest: 17th July

2 day Live Event at Ashdown: 18th-19th July

1 day Live event at additional touring location: 15th August (TBC)

7 days @£180 per day = £1,260 total fee

HOW TO APPLY

To apply for the position, please provide the following information to recruitment@triggerstuff.co.uk by **Monday 18th May 9am**

- A comprehensive CV detailing your education and work experience (no more than 2 A4 pages)
- A covering letter outlining your experience and suitability for the role and how your experience matches the role summary (no more than 2 A4 pages)
- A completed equal opportunities form available [HERE](#)

We also accept the above information in video or sound format.

Please note, any incomplete applications received will not be considered.

Successful applicants will be asked to provide 2 referees. All offers of employment will be subject to the receipt of satisfactory references. All applicants must be eligible to work within the UK.

Please submit your application by email with 'BOH Duty Manager Application' in the subject line to recruitment@triggerstuff.co.uk.

Interview date: 28th May

ABOUT TRIGGER



PoliNations Trees by Trigger, at Shangri-La Glastonbury Festival 2025, captured by Giulia Spadafora

Trigger dream-up, create and produce bold and brave live events. We interrupt daily life, reimagine and revive public spaces and put audiences and togetherness at the heart of everything we do. Our work is accessible, inclusive and boundary pushing. It's always memorable, often large-scale and outdoors. We create epic imaginative spaces, fly giant dragons and grow magical pop-up gardens. We showcase new, emerging, inspiring talent.

Our work highlights issues that are important to us all, even if they are difficult to navigate. Trigger is for everyone, and everyone is invited.

We are motivated by social and ethical issues, we explore often taboo or difficult issues in light, fun and joyful ways. We care more about the impact of the work on the audience than we do about fitting into a particular art form.

Trigger is a registered charity and is led by female Global Majority Co-Directors Angie Bual and Natalie Adams. Our core team and operational base is located in the village of Blagdon in The Old Post Office, North Somerset.

Registered Charity Number: 1194328

www.triggerstuff.co.uk

EQUAL OPPORTUNITIES



Candidates who are shortlisted for interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

Trigger strives to be an Equal Opportunities Employer and to ensure that no person is unfairly discriminated against in its recruitment and selection policies and procedures. Trigger welcomes applications from all sectors of the community, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic and makes appointments based solely on ability to fulfil the duties of the post. We actively welcome applications from individuals with backgrounds currently under-represented in the arts.

Your application and any associated personal information will be stored and processed in accordance with our Privacy Policy. We will keep your equal opportunities form for a period of 6 months, after which point, the data will be anonymised and aggregated for monitoring purposes. If you are employed by us, the information you supply will be kept securely and will form part of your employment record. All information will be treated in confidence and will not be seen by staff directly involved in the appointment and used only to provide information for monitoring and evaluation purposes.