

Axion Now Staff Information 2025

Thank you for showing interest in joining Axion Now as a member of staff for one of our events. This document will outline the roles, responsibilities and general information for staff. If you have any questions or concerns around any of the information contained here then do get in touch via judge@axionnow.com.

Axion Now aims to deliver exciting, large events that bring everyone in the community together to have a great time. We see our event staff as a key part of that vision both as part of those responsible for executing it and as integral members of the community. We will always aim to provide a safe, welcoming environment for you to do what you do best! This comes with a desire to keep offering these events year on year and this means we need you to be champions for these events in your community.

You can stay up to date on the latest events at the [Axion Now](#) events page.

Purpose

At Axion Now, our purpose is to bring people together to have fun. We strive to promote inclusivity, commonality and happiness in our corner of the world.

Values

COLLABORATION:

Working together to achieve a common goal & improve the outcome – staff, customers & partners

INNOVATION:

Encouraging creativity and new ideas.
Being inquisitive and open-minded.

CONTINUOUS IMPROVEMENT:

Striving to improve and innovate constantly. Being open to feedback and willing to admit mistakes to improve

MAKING A DIFFERENCE:

Contributing to society and making a positive impact.

CUSTOMER COMMITMENT:

Focusing on customer satisfaction and loyalty.

SUSTAINABILITY:

Striving to care and be fair. Making thoughtful decisions that benefit our environment, customers, neighborhood, staff, and stakeholders long term.

INCLUSION:

Creating an environment where everyone feels valued and included.

Teams

Axion Now events require the seamless integration of a number of teams to ensure our customers have the best possible experience. Staff at our events will normally be assigned to a specific team during the scheduling process but everyone at our events is expected to be flexible and be able to slot in to other areas as required. All members of staff are expected to actively engage in pre-event communication and arrive at our events fully prepared to deliver to the best of their ability.

Judge Team

Judges are the lifeblood of our events. This team is responsible for the fair and fun execution of the play experience of our customers. Typically split across competitive and casual offerings, our judge teams may cover one or more game systems at our larger events. Rules and policy experience as well as a desire to deliver great events are key traits of our judges.

Stage Team

The Stage Team encompasses those selected to manage registration into our events as well as scorekeepers and logistics staff. This team is responsible for getting players into the events they want to play as smoothly and effectively as possible. The team supports our judges with the event administration elements such as scorekeeping, printing and generating any ad-hoc signage etc as well as delivering the right product and other physical assets at the right time to the right place.

Prize Wall Team

The Prize Wall is often one of the first and last experiences our customers have of our events. The team responsible for building, managing and delivering this experience is our Prize Wall Team. This team ensures an attractive and enticing display of available prizes and provides expert product advice and support.

Here to Help Team

Our Here to Help Team is perhaps our most important group of people. This team is responsible for the overall experience of all of our attendees from players to vendors to staff! This team proactively manages all of our guests, understanding their needs and delivering solutions to help fulfill them. This is more than managing disgruntled players or sitting behind a desk welcoming folks to the event. This team has its finger on the pulse of everything taking place. This team are our event experts and will understand every facet involved.

Roles

Axion Now offers a number of roles at each of our events but not all roles will be required for any specific event. All of our roles fall within a tier system that reflects the expectations and experience required to succeed in that role. Our compensation package reflects these needs.

Summary

Tier	Example Roles
A - £240 per day	Mega Event Head Judges Area Managers
B - £170 per day	Judge Team Leads Admin Team Leads Judge Specialists Admin Specialists Scorekeepers
C - £140 per day	General Judge Staff General Admin Staff

Additionally, some of our events will offer a travel stipend to help offset the cost of attending the event and finding accommodation. This will be advertised on an individual event basis and will not be dependent on role.

New for 2025:

To help incentivise staff to help Axion Now continue to grow and improve, we will be offering a performance related bonus at some of our events. This will be in addition to the base pay and will be shared equally amongst all of our staff. The details of this will be shared for each individual event.

Tier A

Tier A roles include most of our leadership positions and have the highest level of expectations in terms of preparation, expertise and experience. Most of our events will require a very limited number of people to fill these roles.

All of our tier A roles require excellent leadership and communication skills and those selected will need to live and breathe the Axion Now values of fair play and fun both at our events and in their wider communities. We expect staff members on this tier to work shifts of between 12 and 14 hours per day along with a reasonable amount of pre-event work.

In general, those fulfilling these roles will be expected to actively contribute to the effective deployment and utilisation of resources and for the overall delivery of the event

Examples of these roles can be seen below:

MEGA Event Head Judge

The head judge of one of our flagship competitive events. Responsible for managing the event, the head judge takes the lead on all rules and policy matters, planning break schedules and managing all team leads and floor judges working on their event. This is more than just a judge role, you will be an integral member of the leadership team and share responsibility for the successful delivery of the overall event experience. This may require you to support in areas outside of the named event you are leading. You will be expected to work with other members of the leadership team to ensure effective use of all resources for the event in its entirety.

We look for experienced competitive event head judges with a proven track record of leading a multi-judge team and delivering the highest level of event integrity. Two of the key attributes we look for in our MEGA Event head judges is a passion for customer service and an ability to bring a high level of engagement and enjoyment to our players. You will be able to balance the needs of your immediate event within the wider context of the event weekend. You will be proactive in developing a briefing for your team that inspires them whilst ensuring they have all the information necessary to support any element of the event.

Area Managers

This position encompasses a number of different roles across both our event and admin teams. The permanent area manager positions are listed below but some events will need additional resources and these will be listed on the individual event application. Our area managers will take the lead on a specific element of the event but should be prepared to support the wider leadership team on delivering event objectives. Area managers are expected to deliver pre-event briefings to their direct reports and contribute to the overall staff briefing documentation. They will need to ensure that their teams are prepared to deliver a world-class customer experience from the moment they arrive onsite.

Casual Play Manager

The Casual Play Manager leads all of our non-competitive play, from our casual events to on demand drafts to our scheduled constructed offerings. They will lead the judges assigned to casual play events, manage space and act as the primary escalation point for rules and policy matters.

You will be a logistical expert with a passion for incredible customer experience. Whilst we do not require any current certifications, applicants for this role need to demonstrate ability across a wide range of events formats and structures. Planning, attention to detail and adaptability are key attributes we look for in applicants for this role.

Competitive Play Manager

The Competitive Play Manager acts as the head judge for our competitive play - often covering multiple events or supporting a variety of teams in delivering play.

You will be a rules and policy expert and truly understand the ebb and flow of events. You will command the respect of players and staff alike and be able to deliver fun, fair play with the highest integrity. You will likely have significant experience at large or multi-judge events and be able to effectively manage both human and physical resources.

Stage Manager

The Stage Manager will take overall responsibility for managing all aspects of the admin staff responsible for getting players into events, including our registration teams, scorekeepers and other event staff. They are responsible for ensuring players get into the events they want and that all event data is captured and recorded in the appropriate place.

You will be able to demonstrate a working knowledge of Wizards EventLink, Melee or other relevant tournament software and a history of using it at events. Being able to show evidence of delivering a great customer experience and an ability to engage with our players is central to a successful application. We also look for someone that is able to offer innovative solutions to problems and is able to identify and implement necessary change independently.

Prize Wall Manager

Our Prize Wall Manager will look after the staff, product and overall experience of our Prize Wall. You will manage stock inventory, customer service and applying policy. This role requires the ability to plan and execute attractive merchandising, maintain an immaculate work space and support our prize wall staff in creating a world class experience for our players. This role requires the holder to be available for set up and tear down at most of our events.

You will be a retail guru with a track record of fantastic customer service. You will possess an eye for detail and a passion for making everyone feel welcome, valued and part of the Axion Now family. This is a physical role and requires the ability to lift and carry small to medium loads for short distances and being on your feet for much of the day.

Customer Service Manager

The Customer Service Manager will be responsible for the experience of all of our customers throughout the event and will lead the Here to Help team. This includes players and supporting our artists, vendors and other special guests. You will seek to proactively engage our customers, understanding their needs and developing solutions to fulfill them. You will work closely with Axion Now marketing staff to highlight key moments of the weekend, support in the collecting of event winner details and support the Stage Manager and Prize Wall Manager with their responsibilities. This role will also encompass some elements of the Tournament Organiser job and is an excellent opportunity for those interested in that position. Supporting entry into the venue and distribution of wristbands, lanyards etc is a vital part of this role.

As a seasoned customer service professional you will live and breathe the Axion Now ethos of fun, friendly and fair events open to all. You will be able to demonstrate an ability to see the bigger picture and manage stakeholders ranging from players to senior managers.

Tier B

Tier B roles include all of our team lead positions as well as some of our specialist judge and other technical roles. This tier comes with an expectation of experience in specific areas or a set of technical skills that goes beyond that of the average staff member. The number of positions we are able to offer at this tier will vary greatly depending on the event.

All of our tier B roles require some leadership and communication skills along with an expectation that you will deliver the highest level of customer service. Staff members on this tier will be expected to work between 11 and 13 hours on a typical shift. Some roles may require a small amount of pre-event work.

Examples of these roles can be seen below:

Judge Team Lead

Our Judge Team Leads will take responsibility for a specific element of delivering the event, whether that be on our competitive offerings or our casual schedule. You will manage a team of other judges, working with them to meet your objectives.

We look for a track record of mentoring, coaching and prior event success in our team leads. You will be able to demonstrate an ability to deliver at events, mentoring other judges and being a great communicator.

Admin Team Lead

As an Admin Team Lead, you will support your Area Manager in delivering their objectives. This may include leading the registration staff, supporting in the customer service team or taking on an event specific role to best ensure our players have a great time.

You will be able to demonstrate experience in Axion Now processes, recommend and implement improvements and a passion for customer service.

Scorekeeper

Responsible for managing registration, inputting results and supporting staff in delivering their events. This role will include carrying out our registration processes and acting as a frontline customer service representative.

Scorekeepers will have some experience using tournament software and a willingness to learn. We look for those able to demonstrate adaptability and flexibility to cover a wide range of duties. Customer service experience is a key attribute.

Judge/Admin Specialist

Some of our events will need individuals with a specific set of skills that do not require a specific job title.

Expectations for this role will vary depending on the event. See specific solicitation for more information.

Tier C

Tier C roles cover the vast majority of all of our staffing. You are our event heroes. Without you our events do not run. This tier covers all of our general judge and admin positions.

All of our tier C roles require a commitment to deliver a great event for our players and wonderful experience for our staff. Staff members on this tier will be expected to work between 10 and 12 hours on a typical shift.

Examples of these roles can be seen below:

Floor Judge

You will work as part of a team to deliver a great play experience whether that is on one of our competitive events, running our Command Centre or supporting players to have a great draft. Alongside the typical expectation of delivering quality rules and policy interactions, you will also help players with general queries and help maintain a safe and welcoming environment.

Applicants for this role will demonstrate a passion for helping deliver events. You will have some experience judging in your local store or be a pillar of your community. No certification is required but we will expect to see evidence of rules and policy knowledge commensurate with the position you apply for.

Registration

Responsible for taking payment and collecting player info to enable them to register in events. This may include helping hand out pre-paid packages, selling new event tickets and handling cash and card payments.

We look for applicants with great customer service skills and attention to detail. An ability to adapt to new processes, provide feedback and manage their own workload is a huge advantage.

Prize Wall

Responsible for assisting players turn their prize tickets into awesome prizes.

You will be a customer service champion. Applicants for this role will be able to demonstrate a keen eye for detail and a passion for supporting players.

Here to Help

Supporting our customers, guests and staff you are Here to Help. You will be responsible for ensuring our players and other guests have the best possible event. This role is more than just customer service, it involves solving the logistics of getting our players into the venue and ensuring they get everything that comes with their ticket or package right through to ensuring our artists and vendors have everything they need. If you are looking to learn everything there is to know about large events then this is the team for you.

We look for enthusiasm, a genuine passion for making sure our guests have a great time and an ability to manage your own workload. The ability to work independently and flexible is key.

Logistics Staff

This position will look after set up and tear down of the event, manage the product and other stock required for event use and support Area Managers with the transport and distribution of this stock. You may also be required to support artists, vendors and other guests with their logistics needs. Anyone selected for this role will be expected to be available for set up and tear down.

You will be a logistics expert and will be able to show a record of understanding the ever moving landscape of large events. You will enjoy solving puzzles and coming up with innovative solutions to unique problems. This role will require the ability to lift and carry medium loads on a regular basis.

Standby

Most Axion Now events require a flexible approach to staffing and many will require standby staff that can be called upon in the run up to the event to replace those that have to withdraw or support the event if a larger than expected number of tickets are sold.

Axion Now offers standby roles across all tiers and positions. Standby staff are expected to attend the event and will be compensated by being allowed to enter the venue and play events free of charge.

General Information

Working Patterns

Staff members will work shifts of between 10 and 14 hours depending on their role. Every staff member will be entitled to a minimum of two breaks totalling at least 90 minutes. Typically this will consist of a 1 hour long break and a 30 minute short break. Additional breaks should be discussed with your team lead or head judge.

Staff members are expected to report to their team lead or head judge ready to begin their shift at the time listed on the schedule ready to begin work. This includes having read and digested the staff briefing as well as any relevant pre-event communication from event leads.

Everyone is expected to be familiar with all published event information (i.e. the event website). For most events staff will be needed until their scheduled end time. In exceptional circumstances these shift times may need to be extended or shortened, but this will always be agreed in advance.

Compensation

Every staff member will be required to complete a timesheet or provide an invoice detailing the total time worked at each event. All staff members will be compensated at a daily rate, or part thereof, depending on their role tier. This will be issued to staff within 14 days of the end of the event via Bank Transfer.

Dress Code

Axion Now wants staff to portray a professional appearance whilst ensuring comfort and safety. We recommend judging staff wear either a dark coloured top or, any appropriate judge branded apparel, with dark pants, skirt or shorts. For our non-judge roles, any comfortable, professional looking attire is acceptable. Axion Now will provide branded clothing for some events. We would appreciate you avoiding competing branding or clothing with inappropriate slogans or images. Closed-toe shoes or trainers help to keep you safe.