



Crew Chief

May 2021

ALEXANDRAPALACE, ALEXANDRAPALACEWAY, LONDON, N227AY • 02083652121 • ALEXANDRAPALACE.COM
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ABOUT ALEXANDRA PARK AND PALACE

Alexandra Park and Palace is a major event, heritage and cultural destination located in north London. It is a rare survivor of the great Victorian age of entrepreneurship, exhibition and spectacle. It is now known for its panoramic views of the city, diverse entertainment programme and as the birthplace of BBC Television in 1936. The Palace is 7.5 acres in size and is surrounded by 196 acres of award winning parkland and together they receive over 3 million visits per year.

The Park and Palace exist for the enjoyment of the public forever. The Alexandra Park and Palace Charitable Trust is responsible for its maintenance, restoration and repair for the enjoyment of the public and delivers an annual programme of works and activities to ensure the charitable purposes are achieved. Alexandra Palace Trading Limited (APTL) is the Trust's wholly owned trading subsidiary. It delivers events, entertainment and leisure activities on the premises all year round, from live music concerts to Health and Wellbeing exhibitions and generates essential income for the Charity, as well as bringing the site to life for a diverse audience.

ROLE DESCRIPTION

The **Crew Chief** will plan and oversee the delivery of the set ups, breakdowns, stock management and stock storage of key infrastructure for all events, meetings and functions within Alexandra Park and Palace.

The role will have day to day responsibility for the implementations of KPIS and SLAs in relation to site presentation across all areas that the house team are active. The post holder is also responsible for rostering the Event Crew.

This is a full time, permanent position working **48 hours per week**, Monday to Sunday (any 5 days out of 7)

Salary: **£29,708 to £33,008pa** dependent on experience

HOW TO APPLY

To apply for the role of **Crew Chief** please send a **CV** and **cover letter** outlining how you meet the requirements of the role to recruitment@alexandrapalace.com.

Please also complete and return an [Equalities Monitoring Form](#) with your application.

The closing date for applications is **9am Friday 14th May 2021**

Due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

OUR COMMITMENT TO EQUALITY AND DIVERSITY

Alexandra Palace values diversity, our strength comes from combining what we have in common, our shared purpose and values, with what makes each of us different. We believe that people from different backgrounds bring fresh ideas, thinking and approaches and can help us to be more effective.

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits. Alexandra Palace is proud to hold the Level 1 Disability Confident Employer Standard, demonstrating our commitment to recruiting and retaining disabled people and people with health conditions for their skills and talent, and providing opportunities to help them achieve their potential.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team.

JOB DESCRIPTION

Job Title	Crew Chief	
Department	Production and Technical	
Team	House Crew Team	
Responsible To	Head of Production and Technical	
Responsible For	House Crew including casual Event Crew staff, and External Crew.	
Overall job purpose	To plan and oversee the delivery of the set ups, breakdown and stock management and storage of key infrastructure for all events, meetings and functions within Alexandra Palace and Park. To have day-to-day responsibility for the implementation of KPIs and SLAs in relation to site presentation across the areas the House Crew team are active.	
Key internal relationships	Catering Team Event Managers Head of Facilities Parks Manager Marketing Manager Theatre Manager Visitor Services	
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Management of the House Crew Team ensuring the team deliver all tasks as required and in accordance with relevant instructions and the departments SOP (standard operating procedures) whilst also ensuring compliance with all Health and Safety Regulation and Guidance and Industry Standards (Yellow Book). 2. To deliver a comprehensive staffing schedule to allow for delivery of all tasks within the agreed time frame and to the agreed annual / event specific budget(s). 3. To contribute to the development of standard operating procedures and set and monitor daily and weekly goals in accordance with directions from senior management and specific event managers 4. Full stock management of event operations department stock including ensuring any machinery is in good order. 5. Oversee the management of all event operations storage areas. 6. To ensure all site signage is set out, taken down and stored in line with the department's signage procedures 7. To coordinate the site overall presentation activity on behalf of the Head of Production and to ensure all House Crew Team actions in this are met. To prepare, update and manage KPIs and SLAs for all areas within which the House Crew team are active. 8. To assist with all planning of events by attending production meetings and taking part in key internal communications 9. To act as Venue I for selected Exhibition breakdowns where appropriate and when required by the Event Manager 	<p>20%</p> <p>20%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>5%</p> <p>5%</p>

PERSON SPECIFICATION

Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>Forklift license</p> <p>Clean driving license</p> <p>GCSE in Maths and English Grade C or above</p> <p>Experience</p> <p>Experience of managing a team</p> <p>Ability to demonstrate experience of storing and moving large amount of equipment within a timely manor</p> <p>Ability to manage budgets</p> <p>Able to demonstrate ability to create and present reports as required</p> <p>Experience of creating and managing staff rota systems</p> <p>Skills and Knowledge</p> <p>Excellent communication skills with the ability to give clear instructions</p> <p>Strong leadership skills</p> <p>Demonstrate ability to work to tight deadlines and possess excellent time management skills</p> <p>Ability to work on Word and excel to deliver reports, rotas and budgets as required</p> <p>Flexible and willingness to work evenings and weekends</p> <p>Physically fit</p>	<p>License to operate a MEWP (cherry picker).</p> <p>License to operate Tele handler.</p> <p>Professional qualification relating to audio visual equipment</p> <p>IOSH Managing Safely</p> <p>3 years' experience of working within an events environment</p> <p>Experience of setting up staging, fencing and crowd barriers</p> <p>Good working knowledge of audio-visual equipment</p>

DIMENSIONS

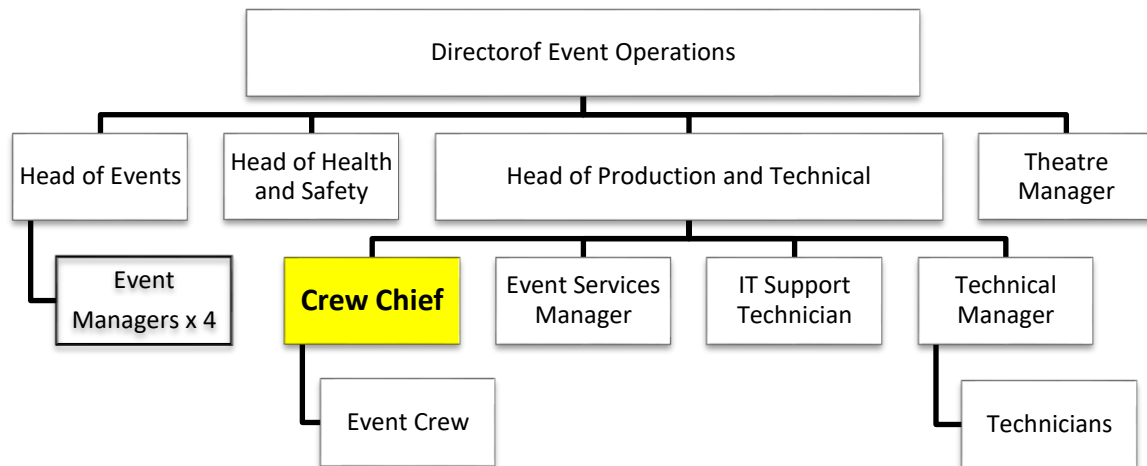
Financial responsibilities

Responsibility for administering nominated event P&Ls

People management responsibilities

Supervision of contractors and suppliers when on site when acting as Event Manager

ORGANISATIONAL CHART



GENERAL OBLIGATIONS

- i. **Health and Safety**
All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.
- ii. **Equality**
Commitment to equality of opportunity in the service we provide to our customers and as an employer.
- iii. **Safeguarding**
Demonstrate commitment to safeguarding of children, young people and vulnerable adults.
- iv. **GDPR**
To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2.

1. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Work with other teams to raise and solve issues • Hold regular meetings to gain team input • Be visibly available to my team • Book weekly catch ups with other teams • Think and act as one organisation • Pro-actively talk to others rather than sending emails 	<ul style="list-style-type: none"> • Encourage silos or working in isolation • Think our work is more important than that of other teams • Make decisions without consulting other teams that may be impacted

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Try new ideas and think outside the box • Look for possibilities and opportunities everywhere – taking time to think creatively • Have faith in my ideas and find my voice • Encourage the ideas of others more often • Utilise the experience of the whole team • Strive to improve the customer experience • Encourage others to see mistakes as learning 	<ul style="list-style-type: none"> • Say “I can do better” but then do nothing • Accept something just because it is the way it’s always been done • Shut down ideas without thinking about the pros and cons • Resist change because it is too challenging • Think “I can’t do it” • Say “No” but not explain why

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Get to know my team members • Be human – show empathy and care for others • Thank people and make them feel good • Accept all - embrace different points of view • Confront difficult situations with openness, sensitivity, care and empathy • Pro-actively address exclusion and discrimination 	<ul style="list-style-type: none"> • Exclude people because I find them difficult or challenging • Ignore or belittle the ideas or thoughts of others • Allow our own view to prevail not taking into account differences of opinion or approach • Tolerate exclusion or discrimination • Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are PASSIONATE & FUN

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> • Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people’s skills from outside of work as well as at work 	<ul style="list-style-type: none"> • Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me

JOB APPLICANT PRIVACY NOTICE

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>