



# Casual Event Crew

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ALEXANDRAPALACE.COM  
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY • CHARITY REGIS-  
TRATION NUMBER: 281991



## ABOUT ALEXANDRA PARK AND PALACE

Alexandra Park and Palace is a major event, heritage and cultural destination in north London. It is a rare survivor of the great Victorian age of entrepreneurship, exhibition, and spectacle and was the birthplace of BBC Television in 1936.

## ROLE DESCRIPTION

The **Event Crew** help with the safe set up and de-rig of events across all spaces including the Theatre, Great Hall and Park. We have some amazing events coming up over the next few months including live music from: Bauhaus, Suede, Sam Fender and London Grammar, to our spectacular fireworks festival, heading into Christmas with A Christmas Carol in the beautiful Victorian Theatre, and of course, the World Darts Championship.



We are looking for people who have experience working as part of a team and are physically capable of carrying out the role. If you have an IPAF license or previous experience driving forklifts, cherry pickers, scissor lifts and operating MEWPs that would be an advantage although training will be given.

Shifts are offered on an as and when needed basis which gives you the flexibility to plan work around studying or other commitments.

The hourly rate is **£11.12 - £13.23 per hour** depending on experience and licenses

## HOW TO APPLY

To apply for the role of **Event Crew** please send your **CV** or **expressions of interest** to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com).

Please also complete and return an [Equalities Monitoring Form](#) with your application. The information remains confidential but is essential to track progress against our EDI Action Plan and understand what more we can do to be more representative of our local and wider communities.

Applications will be shortlisted on receipt

If you have not heard from us within 14 days of the closing date then please assume that unfortunately on this occasion your application has not been successful.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

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.

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

<b>JOB TITLE</b>	<b>Event Crew (casual)</b>	
<b>DEPARTMENT:</b>	Events	
<b>RESPONSIBLE TO</b>	Crew Chief	
<b>RESPONSIBLE FOR</b>	n/a	
<b>OVERALL JOB PURPOSE</b>	To take responsibility for safe and efficient set up and de-rig all events, internal and external functions within Alexandra Palace	
<b>KEY INTERNAL RELATIONSHIPS</b>	Events, Catering, Marketing, Facilities , Creative Learning	
<b>KEY DUTIES AND RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. Setting up infrastructure for events and other functions as required. This can include but is not limited to chairs, tables, signage, fencing, barriers and staging.</li> <li>2. Breaking down and de-rigging of all event infrastructure and returning equipment to the correct storage area, ensuring storage areas are kept tidy at all times and that all breakages are reported immediately to the Crew Chief.</li> <li>3. To load and unload equipment as directed by the Crew Chief within a timely manner.</li> <li>4. To set up signage around the site as directed by the Crew Chief</li> <li>5. To follow departmental policies and procedures acting in accordance with standard operating procedures</li> <li>6. To use tools and machinery as directed</li> </ol>	<p><b>25%</b></p> <p><b>25%</b></p> <p><b>15%</b></p> <p><b>15%</b></p> <p><b>15%</b></p> <p><b>5%</b></p>

<b>PERSON SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<p><b>EDUCATION / QUALIFICATIONS / MEMBERSHIPS</b></p> <p><b>EXPERIENCE</b> Experience of upholding site presentation Experience of working as part of a team.</p>	<p>UK driving license IPAF license Able to drive a forklift Able to use Cherry picker, scissor lift Able to operate MEWPS</p> <p>Experience of working within an events environment</p> <p>Experience of supervising small teams</p>

	<p>Experience of working with customers and responding to simple enquiries.</p> <p><b>SKILLS / KNOWLEDGE</b></p> <p>Good command of English language</p> <p>Ability to carry out manual handling tasks professionally and to set deadlines</p> <p>Able to work under pressure</p> <p>To be physically capable of fulfilling the roles and responsibilities of the post.</p> <p>Availability to work weekends, bank holidays and some anti-social hours</p>	<p>Basic understanding of audio-visual equipment</p> <p>Good understanding of Microsoft Office</p>
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## **DIMENSIONS**

### **Financial responsibilities**

n/a

### **People management responsibilities**

n/a

## **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 I (of 4) and therefore should be demonstrating behaviours at level I.

#### 1. We are COLLABORATIVE

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

	We Will	We Won't
<b>Level I</b>	<ul style="list-style-type: none"> <li>• Work together collaboratively- acting as one team</li> <li>• Communicate with colleagues and other teams - building relationships, sharing information and reducing silos</li> <li>• Attend and actively participate in team meetings</li> <li>• Look for frequent opportunities to socially interact across the organisation</li> <li>• Ask for help more often</li> <li>• Pro-actively offer help if a team member is struggling</li> </ul>	<ul style="list-style-type: none"> <li>• Wait to be asked for help or leave people to struggle</li> <li>• Work in silos</li> <li>• Make decisions without consulting each other</li> <li>• Withhold information from others</li> <li>• Be silent and uncommunicative</li> <li>• Hold back because of lack of time or interest</li> <li>• Ignore the phone or customers</li> <li>• Act divisively</li> </ul>

#### 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
<b>Level I</b>	<ul style="list-style-type: none"> <li>• Bring creative ideas to work, share them with others and influence to make them happen</li> <li>• Be adaptable and open minded - listen to new ideas and try new things</li> <li>• Demonstrate a passion for learning put self forward to be trained and to train others</li> <li>• Be more vigilant in spotting the things which could be better</li> <li>• Admit when a mistake has been made or could have been done better</li> <li>• Welcome change as a way to learn and grow</li> </ul>	<ul style="list-style-type: none"> <li>• Resist change and new ways of doing things</li> <li>• Be afraid to try new things</li> <li>• Be defensive when constructive criticism is offered</li> <li>• Make the same mistakes</li> <li>• Hold back ideas</li> <li>• Blame others if new things go wrong</li> <li>• Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work</li> <li>• See setbacks as failure</li> </ul>

### 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 I	<ul style="list-style-type: none"> <li>• Treat people with respect, irrespective of their opinions, beliefs or background</li> <li>• Demonstrate good manners with everyone</li> <li>• Listen to others and value their opinions</li> <li>• Take time to get to know other individuals and teams, who they are, what they do and how we can help</li> <li>• Discuss things in person and not rely on email</li> <li>• Be more culturally aware and understanding of difference</li> <li>• Work sensitively and collaboratively with all</li> <li>• Meet commitments and keep promises - follow up on enquiries or requests for information promised</li> <li>• Confront difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• Disrespect colleagues or customers</li> <li>• Single out, exclude or discriminate against people because they are different to me or for any other reason</li> <li>• Dismiss the views of others because their opinion and perspective is different to ours</li> <li>• Criticise colleagues in front of others or the public</li> <li>• Take sides when hearing different opinions</li> <li>• Bring personal problems into work on a regular basis</li> <li>• Talk or gossip about others</li> <li>• Talk the organisation down inside or out</li> <li>• Fail to deliver on what we have promised</li> </ul>

### 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 I	<ul style="list-style-type: none"> <li>• Demonstrate enthusiasm and excitement in the delivery of our roles</li> <li>• Express passion, energy and fun with colleagues and customers</li> <li>• Focus on quality – completing work on time and accurately</li> <li>• Take visible pride in our work every day</li> <li>• Be self- motivated and stay positive even when sometimes it is hard to do so</li> <li>• Deliver the best experience for our customers</li> <li>• Look for opportunities to bring fun to work</li> </ul>	<ul style="list-style-type: none"> <li>• Create a negative atmosphere</li> <li>• Demonstrate a can't do attitude</li> <li>• Allow the negativity of others to affect me</li> <li>• Take things to heart</li> <li>• Take a careless attitude to the quality of our work</li> <li>• Say “I don't know” – I will go and find out</li> <li>• Say “It's NOT my job”</li> </ul>

## 5. We are RESOURCEFUL

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

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"><li>• Be determined to deliver making best use of the resources we have</li><li>• Say yes more often and then work out how to do it with what we have</li><li>• Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow</li><li>• Minimise wastage and recycle more</li><li>• Look after resources as if they are personal belonging s- keeping them tidy and maintained</li><li>• Make suggestions on how to make things more efficient or reduce cost</li><li>• Take accountability and show a “can-do” attitude</li></ul>	<ul style="list-style-type: none"><li>• Bring problems without thinking of possible solutions or suggestions</li><li>• Abandon problems hoping someone else will solve them</li><li>• Say “Yes” if I know I can't do something</li><li>• Use budget as an excuse not to do things</li><li>• Be wasteful of time, resources, energy and equipment</li></ul>

### **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/>