



Leisure Steward

casual, flexible and permanent hours available

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ALEXANDRAPALACE.COM
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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.

Today we continue to deliver those great experiences for everyone, every day of the year, at major events like the darts or music gigs, to a round of pitch and putt, a skate on the ice or participating in our Creative Learning programme. We are known for our diverse entertainment programme, our natural parkland and panoramic views of the city, receiving over 3 million visits a year.



Our team has shown great strength and agility during the coronavirus pandemic. We have been creative and resourceful. We have supported the pandemic response efforts and our local community. We have worked hard to look after the wellbeing of our staff and volunteers as well as our supply chains.

ROLE DESCRIPTION

The Leisure **Stewards** are responsible for supporting the smooth running of all ice rink operations including assisting with public sessions, private hires, birthday parties, hockey matches and events.

Duties include helping customers on the ice, working in skate hire, checking tickets, hosting birthday parties, and preparing the site for activities and private hires.

Experience of working directly with customers and the ability to ice skate with confidence are essential. A basic 1st aid qualification is desirable along with previous experience working in an ice rink or leisure venue.

We have a number of contracts currently available including permanent and casual work.

The hourly rate is £9.91

HOW TO APPLY

To apply for the role of **Leisure Supervisor** please send your **CV** and a **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 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.

It would be helpful if you could state in your application if you are looking for regular or casual hours.

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 values diversity, our strength comes from combining what we have in, 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.

We have a staff led Equality, Diversity and Inclusion (EDI) Committee, a Board level EDI champion and an action plan to improve our performance on this even further.

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 TITLE	Steward - Leisure	
DEPARTMENT:	Ice Rink	
RESPONSIBLE TO	Ice Rink Duty Managers	
RESPONSIBLE FOR	n/a	
OVERALL JOB PURPOSE	To support with the smooth running of all ice rink operations including public sessions, private hires, birthday parties, hockey matches and events.	
KEY INTERNAL RELATIONSHIPS	Ice Rink Reception Catering	
KEY DUTIES AND RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Supervise customers on site by helping them to enjoy the activities safely promoting an awareness of health and safety and best practice 2. Deliver an efficient and effective hire service by making sure customers are using the correct equipment ensuring it is in good repair and correctly stored 3. Maintain high standards of customer service by greeting all customers appropriately, checking tickets, answering customer enquiries (which may relate to other events taking place at Alexandra Palace) and behaving in a manner that upholds Alexandra Palace's standards and values. 4. Prepare the site for activities, private hires and events 5. Establish a clean and tidy working environment maintaining high standards of presentation throughout 	<p>20%</p> <p>20%</p> <p>20%</p> <p>10%</p> <p>10%</p>

	<p>the site including hoovering, picking up litter, tidying site areas, cleaning tables and emptying waste bins</p> <p>6. Facilitate the use and maintenance of the machinery/equipment i.e. ice re-surfacer (Olympia) by putting the ramps on the ice and sweeping up snow ensuring that all sessions start on time with fresh and smooth ice or swishing greens and raking sand bunkers</p> <p>7. Host birthday parties and events, delivering excellent customer service contributing to positive customer feedback. Activities include:</p> <ul style="list-style-type: none"> - Meet and greet guests - Give safety briefs - Assist with parties and events(in designated areas) - Serve food and drink - Clean and tidy the area post event <p>8. Act in a health and safety capacity at site ensuring that evacuation procedures are followed and any incidents reported to a Supervisor or Duty Manager and logged on the relevant system</p>	<p>10%</p> <p>5%</p> <p>5%</p>
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PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
	<p>EDUCATION / QUALIFICATIONS / MEMBERSHIPS</p> <p>Educated to GCSE level <i>or equivalent</i></p> <p>EXPERIENCE</p> <p>Experience of working directly with customers</p> <p>SKILLS / KNOWLEDGE</p> <p>Ability to skate with confidence Reliable</p> <p>Punctual</p> <p>Well presented</p> <p>Team player</p> <p>Positive outlook with a can-do attitude</p> <p>Available to work a flexible shift pattern including weekends, evenings and some bank holidays</p>	<p>Basic 1st aid qualification</p> <p>Experience of working in an ice rink or leisure venue</p> <p>Knowledge of Alexandra Park and Palace operations and events</p> <p>Knowledge of health and safety processes and procedures</p> <p>Knowledge of Golf & Golf Courses</p>

DIMENSIONS

Financial responsibilities

n/a

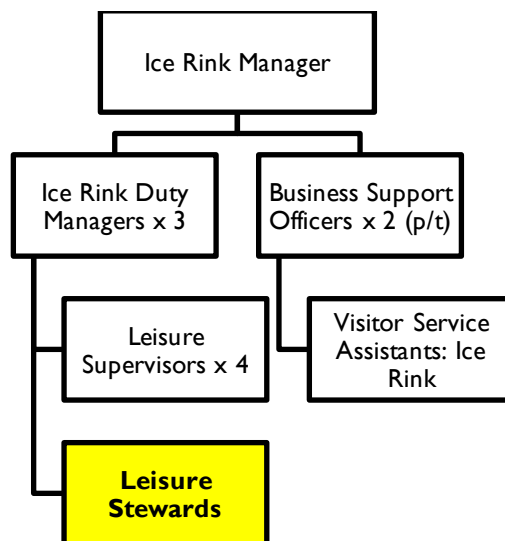
People management responsibilities

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.

ORGANISATIONAL CHART



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
Level 1	<ul style="list-style-type: none"> • Work together collaboratively- acting as one team • Communicate with colleagues and other teams - building relationships, sharing information and reducing silos • Attend and actively participate in team meetings • Look for frequent opportunities to socially interact across the organisation • Ask for help more often • Pro-actively offer help if a team member is struggling 	<ul style="list-style-type: none"> • Wait to be asked for help or leave people to struggle • Work in silos • Make decisions without consulting each other • Withhold information from others • Be silent and uncommunicative • Hold back because of lack of time or interest • Ignore the phone or customers • Act divisively

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

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

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

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

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/>