



Leisure Steward

Casual shifts

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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.

We deliver 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** or a **skate** on the ice. We are known for our diverse entertainment programme, our natural parkland and panoramic views of the city.

ROLE DESCRIPTION

The **Leisure Stewards** are responsible for supporting the smooth running of all Leisure operations including **assisting customers on the ice**, seating visitors for the **Christmas Panto** and welcoming spectators to **Ice Hockey games**.

Duties include:

- helping customers on the ice
- working in skate hire
- checking tickets for public sessions, panto shows and ice hockey games
- hosting birthday parties
- preparing the site for activities and private hires.



Experience of working directly with customers and the **ability to ice skate** with confidence are essential. Previous experience working in an ice rink or leisure venue is desirable.

Work is offered on an as an when needed basis.

The hourly rate is **£13.15 (London Living Wage)**

Applicants must be 18 or over due to the nature of work and shift patterns

HOW TO APPLY

To apply for the role of **Leisure Steward** 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.

Applications will be shortlisted on receipt.

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

Thank you for your interest in Ally Pally!

JOB TITLE	Leisure Steward	
DEPARTMENT:	Ice Rink	
RESPONSIBLE TO	Ice Rink Duty Managers	
OVERALL JOB PURPOSE	To support with the smooth running of all Leisure operations providing a friendly and approachable customer service.	
KEY INTERNAL RELATIONSHIPS	Visitor Services Assistants	
KEY DUTIES AND RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Assist customers on the ice helping visitors to enjoy activities safely 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 e.g. ice skates, skating aides, pitch and putt equipment. 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. Working as part of a team, prepare the site for activities, private hires and events 5. Establish a clean and tidy working environment maintaining high standards of presentation throughout the site including hoovering, picking up litter, tidying site areas, cleaning tables and emptying waste bins 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. 7. Host birthday parties and events, delivering excellent customer service contributing to positive customer feedback. Activities include: <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 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. 	<p>20%</p> <p>20%</p> <p>20%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>5%</p> <p>5%</p>

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
	<p>EDUCATION / QUALIFICATIONS / MEMBERSHIPS</p> <p>Applicants must be 18 or over due to nature of the work and shift patterns</p> <p>Fluent in English language</p> <p>EXPERIENCE</p> <p>Experience of working directly with customers</p> <p>Experience answering customer queries and assisting with complaints and questions</p> <p>SKILLS / KNOWLEDGE</p> <p>Ability to skate with confidence</p> <p>Strong communications skills with the ability to approach customers and offer assistance</p> <p>Reliable and punctual</p> <p>Customer focussed</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>First Aid at Work qualification</p> <p>Experience of working in an ice rink or leisure venue</p> <p>Experience working in a box office with a ticketing system e.g. Spektrix</p> <p>Awareness of Alexandra Park and Palace operations and events</p> <p>Awareness of health and safety processes and procedures</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 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

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

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.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



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 1.

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 1	<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 1	<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