



**Assistant Producer**

**Fixed-term (1 Year)**

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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 host live music, live sport, theatre productions and Park events all year round.

All the money that is generated by events goes back into maintaining and restoring Ally Pally, to celebrate and share the past, deliver extraordinary experiences at present and regenerate for the future.



## ABOUT THE ROLE



We have an opportunity for someone aged between **18-24** to join the team as **Assistant Producer**. The purpose of the role is to think of creative ways to get young people aged 16-24 interested in local arts and culture.

Alongside supporting on the Young Creative Network, you will be working across a range of projects for the Creative Learning team as well as large-scale events throughout 2024 commemorating **Alexandra Palace's 150<sup>th</sup> Anniversary**.

No formal experience of the workplace is necessary although it would be beneficial if you have been part of a project group, either through school, higher education, or youth groups, in the past or you have done some volunteering. What is most important is that you have a **passion** and **interest** in the arts.

**The post is funded by Esme Fairbairn Foundation which is specifically for supporting young people aged 18-24 during the early stages of their career.**

The salary is **£25,642 pa**

Hours of work will be 09:00-17:30, Monday to Friday with some occasional weekend work depending on events.

## HOW TO APPLY

Please read the **job description** and **person specification**. To apply send your CV with a cover letter that outlines:

1. What interests you about art, dance, music, writing, acting, photography, anything creative!
2. An example of where you have worked as part of a team -what you did and your role in the team
3. If you could work with young people to create any piece of art or an event, what would it be and why?
4. Please confirm your age (this role is open to people aged 18-24 only)

Please send applications to: [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com)

The deadline for applications is **9am Monday 8 April 2024**

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.

## 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

## OUR COMMITMENT TO SUSTAINABILITY

Alexandra Palace is committed to a sustainability strategy and policy, working towards finding new, innovative, and economic ways to stay green.

## JOB DESCRIPTION

<b>Job Title</b>	<b>Assistant Producer</b>	
<b>Department:</b>	Creative Learning	
<b>Responsible To</b>	Creative Learning Producer	
<b>Responsible For</b>	No direct reports but will work with the Young Creative Network	
<b>Overall job purpose</b>	To support the team with introducing exciting and creative ways to get young people aged 16-24 interested and passionate in the arts and entertainment across Haringey borough.	
<b>Key internal relationships</b>	Marketing Executive, Junior Event Manager, Deputy Theatre Manager, Sales and Commercial Team Assistant	
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"><li>1. To think of exciting and creative ways to get young people aged 16-24 interested in and passionate about local arts and culture across Haringey. You will work with the Creative Learning Team, Young Creative Network, and our Partners to bring these ideas to life.</li><li>2. Assist with the delivery of creative programmes and projects on and off site by meeting guests and visitors, helping to set up the space, talking with attendees, and supporting creatives and producers to deliver content where appropriate.</li><li>3. Record feedback from creatives and young people using feedback forms to support the team to evaluate the impact of activities.</li><li>4. Provide administrative support to the department and partners including booking transport and other facilities to support the smooth running of events.</li><li>5. Support with writing content for blogs for Alexandra Palace's and partner websites and updates for social media channels</li></ol>	<div>50%</div> <div>10%</div> <div>10%</div> <div>10%</div> <div>10%</div>

	6. Attend some internal and external events representing the projects and programmes.	5%
	7. Act as a mentor to some members of the Young Creative Network talking positively and enthusiastically about the arts and culture	5%

## PERSON SPECIFICATION

Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p><b>Education / Qualifications</b></p> <p><b>Experience</b> Experience working as part of a project group to deliver creative content. This may be through school, higher education, work experience or volunteering.</p> <p>Experience of delivering face to face customer service and responding to enquiries in person, over the phone and via email</p> <p><b>Skills and Knowledge</b> A passion and interest in the creative arts</p> <p>Good written English with strong attention to detail</p> <p>Excellent communication skills with the ability to interact confidently with new people</p> <p>Knowledge of social media channels and their uses</p> <p>Proficient in Microsoft office (outlook, word and excel)</p>	<p>GCSE in English &amp; Maths at level 4-9 (grade A-C)</p> <p>Post GCSE qualification e.g. A levels, BTEC or accredited course in an arts subject</p> <p>Experience working with Haringey local community either through work experience or volunteering</p> <p>Experience working in an office environment and carrying out administrative tasks</p> <p>Experience writing copy for blog posts and social media updates on behalf of a workshop, event or company</p> <p>Knowledge of Haringey local area and some of the cultural activity that happens in the borough</p> <p>Some basic knowledge of the youth sector, either through volunteering or attending a youth centre</p> <p>Awareness of Alexandra Park and Palace history and events programming</p>

## DIMENSIONS

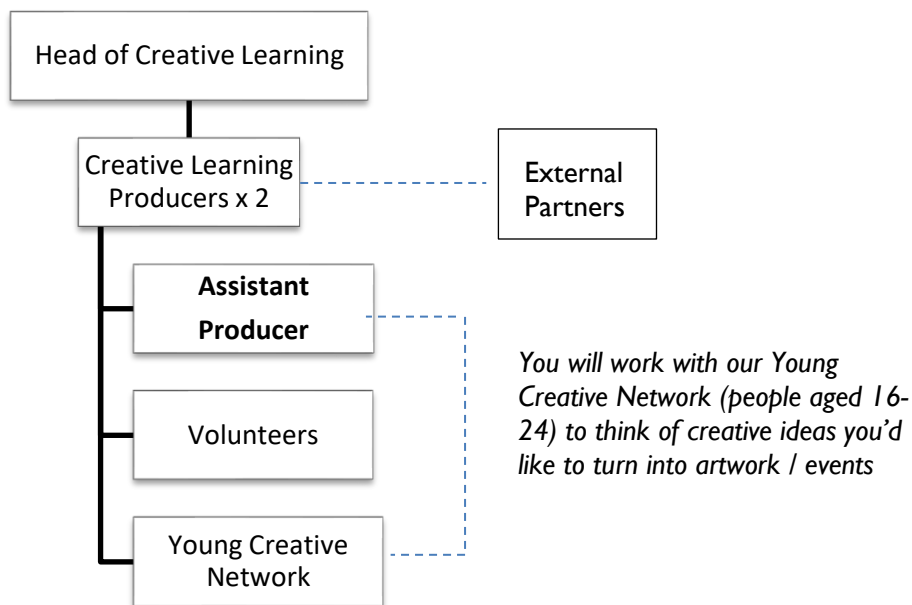
### Financial responsibilities

none

### People management responsibilities

No direct reports but will work with the Young Creative Network. You may be asked to mentor some young people.

## ORGANISATIONAL CHART



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

### **I. 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"> <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
Level 1	<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 1	<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”

	<b>We Will</b>	<b>We Won't</b>
<b>Level I</b>	<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 I</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>