



Ice Rink Duty Manager

full time, permanent

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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. 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 STAFF BENEFITS

In return for your hard work, we offer a generous benefits package including:

- Annual leave allowance – **28 days including 4 Christmas closure days** (pro rata for part time employees)
- Opportunity to enter a ballot for **free event tickets**
- **Discounts** across our on-site catering units
- Access to an **employee assistance programme**
- Training and development opportunities including access to **e-learning**

ROLE DESCRIPTION

The indoor ice rink is open all year round for public skating, patch and disco sessions, as well as ice hockey matches, birthday parties and private hires.



The Boating Lake in Alexandra Palace Park features a fantastic fleet of pedalos, perfect for a fun and relaxing time on the water.

Nestled amidst the trees and hills of Alexandra Palace Park, our 9-hole Pitch & Putt golf course offers a tranquil escape with breathtaking panoramic views of London's skyline.



Part of the ice rink management team, the **Duty Manager** is responsible for overseeing leisure staff and operations mainly across the Ice Rink, with supervision of the Boating Lake and Pitch and Putt whilst on duty. The successful candidate will have experience supervising or managing a team preferably gained in a leisure or retail environment alongside excellent customer service skills and the ability to resolve escalated customer queries and complaints. A valid First Aid at Work certificate and experience operating ice machinery would be an advantage.

This is a full-time permanent role working 39 hours per week on a shift pattern of 4 or 5 days from 7.

The salary for this role is **£30,960 pa**

HOW TO APPLY

To apply for the role of Ice Rink **Duty Manager** send your **CV** and a **cover letter** outlining how you meet the requirements of the role to recruitment@alexandrapalace.com.

The deadline for applications is **9am Monday 15 September 2025**.

Due to the volume of applications, we can only provide feedback to those shortlisted for interview.

Applicants must have the right to work in the UK

DBS check

As part of our commitment to ensure a safe environment, we require all staff who may in the context of their role work closely with children and young people and adults at risk to complete an Enhanced (without barred list) Disclosure and Barring Service check which will be reviewed every three years. This role requires an enhanced criminal records check from the Disclosure and Barring Service which we consider to be satisfactory. This will be arranged and paid for by Alexandra Palace prior to any shifts being offered.

Job Title	Ice Rink Duty Manager (full time: 39 hours per week)	
Department	Ice Rink/Leisure	
Responsible To	Ice Rink General Manager	
Responsible For	Ice Rink, Boating Lake and Pitch & Putt staff whilst on duty	
Overall job purpose	The Ice Rink Duty Manager is responsible for delivering an efficient ice rink/leisure operation, and for upholding excellent customer service through the effective management of ice rink staff and resources.	
Key internal relationships	Events, Catering, Health & Safety, HR, Facilities	
Key duties and responsibilities	<ol style="list-style-type: none">1. Supervise the Ice Rink, Boating Lake and Pitch & Putt team delegating and directing duties and tasks to cover daily operations utilising staff productively especially during slower times. Communicate and implement ice rink standard operating procedures and customer service standards to ensure a high quality of service is maintained at all times.2. Handle people management issues as and when they arise in line with company policies and procedures. This includes:<ul style="list-style-type: none">- Monitoring employee sickness- Dealing with employee lateness- Carrying out return to work interviews- Approving annual leave requests- Assisting with recruitment and selection processes- Identifying learning and development needs- Assist with the creation and communication of Staff rotas	<div>25%</div> <div>20%</div> <div>10%</div>

	3. Conduct health and safety checks prior to the ice rink opening and undertake the necessary tasks in order to secure the ice rink at the end of the day supporting continuity of business hours	10%
	4. Respond to and resolve customer and client enquiries, complaints and issues escalated by ice rink staff.	10%
	5. To ensure that all requirements for ice rink clients are in place, liaising with other departments to coordinate and complete the setup of the equipment	5%
	6. Coordinate crowd control during Ice Rink, Boating Lake and Pitch & Putt activities and large events in order to maintain a safe environment, including ice hockey matches, private hires, and during the pantomime season	5%
	7. Supervise the proper use of Ice Rink, Boating Lake and Pitch & Putt resources and maintenance of equipment, including the Zamboni, ice edger and skate stock.	5%
	8. Support front of house staff with customer ticket enquiries and bookings using Spextrix, box office system.	
	9. Report maintenance issues and collaborate with Facilities colleagues to correct minor issues and escalate serious issues in a timely manner.	5%
	10. Act as designated first aider responding to 1 st aid calls, administering first aid where appropriate and recording all accidents in line with health and safety processes and procedures	5%

Person Specification	<u>Essential</u>	<u>Desirable</u>
	Education / Qualifications / Membership Educated to GCSE level or equivalent in English and Maths with grade 4 / C or equivalent Experience Experience supervising or managing a team preferably gained in a leisure or retail environment Experience delivering excellent face to face customer service Experience resolving escalated customer issues	IOSH qualified Hold a valid First Aid at Work Certificate Experience of running or managing sporting events in an indoor venue Experience operating an ice cutting machine and ice edger Experience using a box office, CRM or Ticketing system (Spextrix)

	<p>Skills and Knowledge</p> <p>Knowledge of ice rink operations and equipment i.e. ice cutter and ice edger</p> <p>Excellent verbal communication with ability to give clear instruction</p> <p>Strong self-motivator with effective time management</p> <p>Numerate with the ability to analyse problems and develop effective solutions demonstrating good judgement</p> <p>Proficient in Microsoft Office</p> <p>Ability to work a flexible shift pattern – this will include some weekends, bank holidays, early mornings and late nights.</p> <p>A sound level of physical agility as this role requires some climbing, reaching, bending, pulling and lifting</p>	<p>Awareness of Alexandra Palace's operations and events programme</p>
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DIMENSIONS

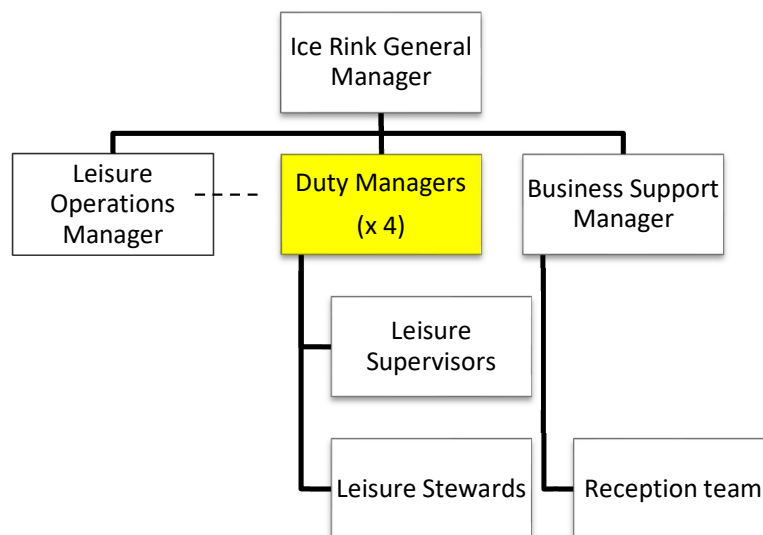
Financial responsibilities

Budget administrator

People management responsibilities

No direct reports but expected to oversee the ice rink team including

ORGANISATIONAL STRUCTURE



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 2 (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