



Boating Lake Assistant

Fixed Term, Full Time

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TRATION NUMBER: 281991



ABOUT ALEXANDRA PARK AND PALACE



Affectionately known as “The People’s Palace’, Alexandra Palace is one of London’s most iconic destinations. For over 150 years, it has stood as a beacon of creativity, community and culture—home to world-first innovations, unforgettable entertainment and open access to green space across 196 acres of parkland in North London.

ROLE DESCRIPTION

The **Boating Lake Assistant** will support the day-to-day operations of the boating lake, delivering a welcoming, safe and enjoyable experience for all visitors.

This fun and varied position where you will be providing excellent customer service and monitoring the lake for safety.

The ideal candidate will have experience of working in a leisure environment ideally open water / swimming pool, with a willingness to undertake water safety or Lifeguard training.

This is a full-time, fixed term position on a 2-week roster pattern working every other weekend. The contract is *fixed term* from appointment to 30 September 2026.



SALARY

The salary is **£14.80** per hour (London Living Wage)

HOW TO APPLY

To apply for the role of **Boating Lake Assistant** please send your CV and cover letter outlining how you meet the requirements of the role to recruitment@alexandrapalace.com.

The closing date for applications is **12pm Wednesday 6 May 2026**

Interviews are expected to be held on **Monday 18 and Tuesday 19 May**. Please state in your application if you are unavailable on this date.

Unfortunately, due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with

disabilities.

Job Title	Boating Lake Assistant
Contract	Fixed term to end of September 2026
Job Purpose	To support with the smooth running of the boating lake operation in Alexandra Palace Park providing a friendly and approachable customer service.
Key Internal Relationships	Boating Lake Cafe staff (Catering) Ice Rink staff
Key Duties and Responsibilities	<ol style="list-style-type: none"> 1. Provide excellent customer service by greeting guests, managing bookings, taking payments and providing information about equipment. 2. Deliver safety briefings, issue life jackets and ensure all customers understand the rules of the lake upholding health and safety standards. 3. Prepare boats (rowing boats and pedalos) conducting safety checks, cleaning and basic maintenance so that equipment stays in good working order throughout the season 4. Assist with boat launches and dockings, guiding customers on and off the water, and monitor the lake for safety. 5. Establish a clean and tidy working environment maintaining high standards of presentation throughout the site including picking up litter, tidying site areas, cleaning tables and emptying waste bins 6. Support the wider team in other Leisure areas i.e. ice rink on an as and when needed basis. May include but not limited to assisting in skate hire, helping on reception desks, and preparing the site for private hires

<p><u>ESSENTIAL</u></p> <p>EDUCATION / QUALIFICATIONS</p> <p>Educated to GCSE level or equivalent with level 4-9 (grades A-C) in English and Maths</p> <p>Applicants must be 18 or over due to the nature of the work and shift patterns</p> <p>Able to speak English to a level that enables you to complete your job effectively</p> <p>EXPERIENCE</p> <p>Experience of working directly with</p>	<p><u>DESIRABLE</u></p> <p>First Aid at Work qualification</p> <p>DBS check (this will be arranged and paid for by Alexandra Palace prior to start of any employment)</p> <p>OWL (open water lifeguard) qualification</p> <p>Experience of working in a Leisure environment ideally open water /</p>
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<p>customers</p> <p>Experience answering customer queries and assisting with complaints and questions</p> <p>SKILLS / KNOWLEDGE</p> <p>Ability to swim</p> <p>Willingness to undertake Lifeguard training</p> <p>Strong communications skills with the ability to approach customers and help</p> <p>Reliable and punctual</p> <p>Customer focussed</p> <p>Team player</p> <p>Positive outlook with a can-do attitude</p> <p>Available to work a flexible shift pattern including weekends and evenings depending on Leisure operations</p>	<p>swimming pool</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>
<p>DBS check</p> <p><i>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.</i></p>	

CUSTOMER SERVICE STANDARDS



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

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 I	<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 I	<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 I	<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
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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
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