Leisure Supervisor

Full time, permanent

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N22 7AY • 020 8365 2121 •
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.

We deliver great experiences for everyone, every day of the year, at major events like the darts or music gigs, to 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 Supervisors** are responsible for supporting the smooth running of all Leisure operations across the site including the ice rink and boating lake.

Experience of working directly with customers and **supervising a team** are essential. Previous experience working in an ice rink or leisure venue is desirable.

Responsibilities include:

- Lead by example supporting the stewards in carrying out their duties
- Delegate tasks to the stewarding team including assigning breaks
- Facilitate the safe use and maintenance of machinery and equipment

The hourly rate is **£15.63** per hour

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.

The deadline for applications is **12pm Wednesday 5 August 2026**

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

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	**Leisure Supervisor** Full time, permanent	
DEPARTMENT:	Ice Rink	
RESPONSIBLE TO	Ice Rink Duty Managers	
RESPONSIBLE FOR	Supervision of Stewards	
OVERALL JOB PURPOSE	To support with the smooth running of all Leisure operations and facilitate communication between the floor and duty management team.	
KEY INTERNAL RELATIONSHIPS	Ice Rink Reception Catering Events	
KEY DUTIES AND RESPONSIBILITIES	1. Act as a steward (covering all their duties) and support the leisure Stewards in carrying out their duties, leading by example ensuring a high standard of operational delivery and excellent customer service. Tasks can include: - Assisting customers on the ice and around the pitch & putt course and Boating Lake - Working in skate hire - Greeting customers and checking tickets - Preparing the site for activities and private hires 2. Delegate tasks to the stewarding team daily including assigning tasks and breaks in a fair and consistent manner, clearly communicating what is required and escalating any areas of concern to the management team 3. Facilitate the use and maintenance of the Leisure machinery and equipment i.e. ice re-surfacer (Olympia) Maintaining, repairing and reporting any damage or concerns to the management team 4. 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. 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. Deputise for Duty Managers during periods of annual leave and unforeseen circumstances. This includes opening and closing responsibilities and ensuring tasks are logged on the relevant system	**50%** **20%** **10%** **10%** **5%** **5%**

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
	EDUCATION / QUALIFICATIONS / MEMBERSHIPS	
	Educated to GCSE level *or equivalent*	Basic 1st aid qualification
	Applicants must be 18 or over due to nature of the work and shift patterns	DBS check (this will be arranged and paid for by Alexandra Palace prior to start of any shifts offered)
	Able to speak English to a level that enables you to complete your job effectively	
	EXPERIENCE	
	Experience working directly with customers and delivering excellent face to face customer service preferably in a leisure environment	Experience working in an ice rink or Leisure operation
	Experience resolving customer complaints / issues	Experience using a box office, CRM or Ticketing system
	Experience supervising a team	
	SKILLS / KNOWLEDGE	
	Ability to skate with confidence	Knowledge of ice rink operations and equipment i.e. ice cutter and ice edger
	Ability to swim and willingness to undertake Lifeguard training	Awareness of Alexandra Park and Palace operations and events including ice rink offer
	Excellent verbal communication with ability to give clear instruction	Knowledge of health and safety processes and procedures
	Reliable and well organised	
	Punctual	
	Friendly and approachable	
	Customer-focussed	
	Team player	
	Positive outlook with a can-do attitude	
	Available to work a flexible shift pattern including weekends, evenings and some bank holidays	

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	• 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	• 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	• 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	• 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	• 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	• 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	• 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	• 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	• 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	• 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