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| **Role Title** | **Administrator** |
| **Department** | Roles available across a range of APPCT departments |
| **Team** | Roles available across a range of APPCT departments |
| **Responsible To** | *Creative Learning Producer: volunteers and Interpretation Learning* |
| **Role Overview** | We are looking for a friendly, organised and committed volunteer to support the delivery of several projects within a range of APPCT teams by assisting the back of house and admin tasks.  Volunteers could undertake tasks such as, calling stakeholders to explain the projects and book sessions; liaising with volunteers over availabilities, monitoring and collating evaluation forms and feedback and checking materials and resources with facilitators. |
| **Key internal relationships** | Roles available across a range of APPCT departments |

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| **What you will be doing:** | * Act as a primary contact for stakeholders involved in projects, which includes people facilitating/delivering our projects, as well as participants. * Liaise with other volunteers to check availability and assign them to certain sessions. * Monitor and collate information from projects and help the Creative Learning team evaluating the events/projects at the Palace. |  |

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| **What are we looking for?** | **Education / Qualifications / Memberships**  NA  **Experience**   * Previous experience is desirable but not essential. Full training will be provided.   **Skills and Knowledge**   * Caring, empathetic and enthusiastic attitude when interacting with other people. * A good communicator, including good spoken English * Enthusiasm and passion for contributing to the local community. * Problem solving, quick thinking attitude. * Attention to detail * Able to work individually and as part of a team. * Friendly, approachable and confident |

General Obligations

1. **Health and Safety**

All volunteers have a duty to uphold the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

1. **Equality**

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

1. **Safeguarding**

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

1. **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.

Other things to be aware of:

**Behavioural Competency Framework – Volunteers**

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|  | **We Will** | **We Won’t** |
| We are **Collaborative** | * Look out for and support each other * Help less experienced volunteers and employees * Try to help customers and visitors who have challenges or complaints and take them to the right person * Be flexible and support wherever needed * Build relationships with all | * Say “no” when asked to help * Cancel - except in extreme emergencies * Let others down * Be overly precious about what we do * Work in isolation |
| We are **Bold** | * Actively provide feedback to the organisation * Share our ideas and experience freely with all– what we do elsewhere that makes a difference * Be open to new ideas and new ways of doing things | * Keep ideas for improvement to ourselves * Act unenthusiastically * Make assumptions and blinker creativity * Have rigid opinions on how things should be done * Dismiss the ideas of others * Make the same mistakes |
| We are **Passionate & fun** | * Demonstrate enthusiasm and excitement all we do * Spread the word about Ally Pally at every opportunity * Praise colleagues for a job well done * Be friendly and cheerful * Bring energy and fun to the role * Inspire others through our own self-motivation | * Ever say “I’m only a volunteer” * Look bored and disinterested when volunteering * Act in an unfriendly manner * Give up when the going gets tough |
| We are **Resourceful** | * Demonstrate a can-do attitude and share ideas and solutions to problems * Think outside the box * Anticipate our customer’s and visitor’s needs * Be reliable and deliver what is asked of us * Deliver on our promises | * We won’t assume that someone else will do it * Say it is someone else’s responsibility – we will take ownership * Won’t be wasteful with time and resources * Grumble & moan |
| We are **Open & Genuine** | * Show tolerance and patience with all * Welcome new volunteers and share our knowledge and experience * Work as equals and respect each other * Arrange socials and lifts * Acknowledge the experience of others when we don’t know something * Put aside personal bias and judgments | * Judge other volunteers for their level of input * Point score * Act in a superior or bossy way * Criticise others or Ally Pally in front of members of the public or other volunteers |