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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
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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
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| 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
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| 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
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| 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
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| 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
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