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| **Role Title** | **Creative Learning Workshops helper** | |
| **Department** | Creative Learning | |
| **Team** | Creative Learning | |
| **Responsible To** | TBC | |
| **Overall job purpose** | We are looking for a team of enthusiastic volunteers to assist us with the delivery of the events, performances and workshops within the Creative Learning department. | |
| **Key internal relationships** | Creative Learning Producer: Volunteers and Interpretation Learning; Learning Manager, Creative Learning Producer: engagement and families and visitors | |
| **What will you be doing:** | * Assist any member of the Alexandra Palace Creative Learning team as well as the Events team when required in generally ensuring that the logistics of the day are carried out smoothly; please note that this might include tidying up resources and materials at the end of the workshops. * Help design family activities and facilitate workshops * Welcome and Register community groups, performers, artists and workshop facilitators. * Act as a steward during events – guiding performers and artists and ensuring their timetable is kept to schedule. * Help set up and clear any teaching or performance spaces as, when and where necessary. |  |

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| **What are we looking for:** | *Essential*  **Education / Qualifications / Memberships**  N/A  **Experience**   * Former experience isn’t essential but is desirable. Full training will be given   **Skills and Knowledge**   * Friendly and approachable * Enjoy working with families, children and adults of all ages * Enjoy working in a creative environment * Flexible and adaptable to a range of educational programmes * Passionate and keen in knowing more about family/community learning activities * An active team-player with respectful attitude * Friendly, approachable and confident | *Desirable*   * Facilitating community events * Being in a teaching environment * Able or willing to learn how to work with children, vulnerable adults and people with disabilities in an informal learning environment * Interested in public engagement activities of a cultural and heritage environment * Understanding of Alexandra Park and Palace charitable aims. * Understanding of the national curriculum (as set by DfE) |

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.

**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 |