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| **Role Title** | **Events Management** | |
| **Department** | Creative Learning and Events | |
| **Team** | Creative Learning and Events | |
| **Responsible To** | Creative Learning Producer: Volunteers and Interpretation Learning, Events Producers and Duty Managers | |
| **Overall role purpose** | To assist in the conception, development and delivery of events with the Creative Learning team. | |
| **Key internal relationships** | Producer: Engagement; Producer: Interpretation; Learning Manager | |
| **What you will be doing:** | * To conceptualize event ideas as part of the Creative Learning team * To develop events with stakeholders including Alexandra Palace’s various departments and outside organisations (e.g. Haringey Borough Council). * Delivering events alongside a team of Alexandra Palace volunteers and staff. * Work alongside Volunteer Administration to form appropriate taskforce for Events. * Support the evaluation of Events, including gathering feedback and analysing general reception of events. |  |

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| **What are we looking for:** | *Essential*  **Education / Qualifications / Memberships**  N/A  **Experience**   * Experience is desirable but not necessary. Full training will be provided.   **Skills and Knowledge**   * Interest in working with local communities * Caring, empathetic and enthusiastic attitude towards others * Problem solving * Quick thinking * Independent and group working capabilities * Details orientated * Friendly, approachable and confident * Interested in Arts, Crafts or Performance |

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 |