|  |  |
| --- | --- |
| **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.
 |  |

|  |  |
| --- | --- |
| **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**

|  |  |  |
| --- | --- | --- |
|  | **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
 |