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| **Role Title** | **Forming Steering and Advisory Board** |
| **Department** | Creative Learning |
| **Team** | Creative Learning, Human Resources and Senior Management Team |
| **Responsible To** | Creative Learning Producer: Volunteers and Interpretation Learning |
| **Overall job purpose** | An impartial group to discuss matters regarding Alexandra Park and Palace, advising on ways for the APPCT to achieve its charitable aims. You will be part of a group that advises on the general developments at APPCT and reflects local interests and needs . |
| **Key internal relationships** | *Creative Learning Producer: Volunteers and Interpretation Learning* |
| **What will you be doing:**  | * Evaluate and review the recent operations of the Park and Palace, including commercial operations and events in our subsidised and not-for-profit areas. Understand effects of the actions of the Park and Palace on various stakeholders and understand how to better improve what we can offer based on our history.
* Advise on future matters that affect the Park and Palace, this may be understanding and advising on risk taking measures (risks including financial, structural, operational etc), to prioritise works on the restoration of the Park and Palace, advise on matters that may cause short-term disruption or significant change to how the Park and Palace operate.

* Discuss and understand matters that affect different stakeholders. This may be local residents; young people; schools; local arts organisations; Haringey Council; commercial partners etc..
* Discuss and develop strategies to support and increase access to the Park and Palace (e.g. issues with transport to the site)
* To act as ambassadors for the Park and Palace
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| **What are we looking for:** | *Essential***Education / Qualifications / Memberships**N/A**Experience**Experience not essential but is desirable. Full training and guidance will be provided.**Skills and Knowledge*** Empathetic
* Understanding of Local Area
* Understanding of Local Businesses
* Strong communication skills including good level of spoken English
 | *Desirable** Board of Trustees (Charity)
* Board of Directors (Company)
* Minute taking
* Ability to pitch ideas
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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.

**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
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