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| **Role Title** | **Volunteer Park Maintenance**  |
| **Department** | Parks Department & Creative Learning |
| **Team** | Park Manager & John O’Conner  |
| **Responsible To** | Park Manager & John O’Conner |
| **Overall job purpose** | To assist with the upkeep of Alexandra Park. Working with others and independently to make sure the Park is maintained to the highest standard and available for the public to enjoy safely.  |
| **Key internal relationships** | Park Manager, John O’Conner, Creative Learning Producer Volunteers and Learning Interpretation and Volunteer Administrator, Friends of Alexandra Palace Park  |
| **What will you be doing:**  | 1. Work within a team to maintain Alexandra Park to the highest standards.
2. Ensure the flora and fauna of Alexandra Park are healthy and well maintained. This may involve physically tending to plants across the 196 Acre park, spotting any anomalies and reporting them, and landscaping areas when necessary.
3. Ensure footpaths are clear and safe, reporting any anomalies to management. This may include tree branches, fly tipping, flooding or significant structural changes.
4. Keeping the park clean and tidy by routinely searching for discarded litter and ensuring it is disposed of correctly. You may also empty the many rubbish bins across the park and dispose of all waste accordingly.
5. Assisting with the set up and dismantling of Events In the Park. Including The Great Fete and the Firework Festival. This will include site walks checking the integrity of the site, ensuring access and egress are considered and safe, and keeping the Park maintained to the highest standard whilst welcoming tens of thousands of people to the site, leaving a lasting good impression on the general public for the high standards of presentation.
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| **What are we looking for:** | *Essential***Education / Qualifications / Memberships**N/A**Experience**No experience essential however past experience is desirable. **Skills and Knowledge*** Able to work independently and as part of group
* Able to work outside in all weathers (PPE will be provided if necessary)
* Manual lifting
* Good communication skills
* Time-management skills
* Punctual
* Ability to work in a variety of terrains
 | *Desirable*Horticultural maintenancePrevious experience in Park and/or Gardens. * Understanding of Flora and Fauna
* Manual lifting (up to 20kgs)
* Understand Alexandra Park and Palace charitable aims
* Understanding of the history of Alexandra Park and Palace
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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
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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
 |
| 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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