

JOB DESCRIPTION

JOB TITLE	Christmas elf – assistant x 2
SALARY	£8.72 - £10.00 per hour dependant on expertise
REPORTS TO	Education Programme Lead
LOCATION	West Boldon Lodge
TERMS & CONDITIONS	We welcome applications from individuals seeking employment (standard terms and conditions of employment apply) or from freelancers or similar who would invoice us for a pre-agreed total at the end of the event (standard terms and conditions of suppliers apply)
HOURS OF WORK	<p>You must be available for all the following dates and times:</p> <p>Interviews: Sat 14th November</p> <p>Induction & training: Sat 21st November, 10:00am - 4:00pm</p> <p>Dress rehearsal: Sat 28th November, 10:00am - 4:00pm</p> <p>You must be available for at least half, though preferably all of the following dates:</p> <p>Sat 5th, Sun 6th, Sat 12th, Sun 13th, Sat 19th & Sun 20th December 9:00 - 16:45 or 9:15 - 17:00 dependant on the role.</p> <p>You will be allocated a 45 minute lunch break during the middle of the day.</p>
APPLICATION DEADLINE	Midnight, Sun 8 th November

JOB SUMMARY

Santa is searching for 2 people to join his top elf team to bring the magic of Christmas to life. You will support the running of the Santa's Winter Woodland (SWW) experience at West Boldon Lodge. The 2 successful candidates will work very closely together to perform a customer-facing role at Santa's grotto and a behind-the-scenes role supporting the smooth running of the event. You will work closely with other staff (other elves and Santa) to deliver a magical and memorable experience for visiting families.

KEY TASKS

- Remaining in character as an elf at all times when customer-facing
- Engaging with families as they (briefly) wait to see Santa in his grotto and building excitement for meeting Santa

- Assisting Santa in knowing who is visiting him in the grotto so he can check his “Nice list”
- Providing families with a gift when the leave Santa’s grotto
- Maintaining a Covid-safe environment, including enforcing social distancing
- Cleaning surfaces, items and floors and tidying
- Preparing resources for activities e.g. counting out craft materials, making hot chocolate, etc.
- Assisting other elves with moving resources around the site
- Supporting the flow and story of the whole event, encouraging belief in Santa, and spreading Christmas cheer

EVENT INFORMATION

Santa’s Winter Woodland is an interactive Christmas experience that has been running for over a decade. Families with children aged 4-10 years old will visit West Boldon Lodge to meet Santa and his top elf team. Most of the event is outdoors and includes a combination of led-activities, exploration, and performance.

“Myself, my husband and my two children thoroughly enjoyed Santa’s Winter Woodland. It was thoughtful, fun, magical, simple and we enjoyed your attention to detail. It really was a wonderful experience and I congratulate you for providing such a lovely morning” - 2019 visitor.

Families will move at their own pace through the experience, with an average of 1 family every 5 minutes. There will be a total of 45 families each day. They will be given a time slot within which they can visit Santa.

Santa’s Winter Woodland is run by Groundwork South and North Tyneside at its environmental education centre, West Boldon Lodge. Additional information at www.westboldonlodge.co.uk.

HEALTH & SAFETY

You will be required to read and follow Risk Assessments for your activities, work environments and Covid-19 safety.

You will need to explain safety precautions to families, though parents will remain responsible for the supervision of their children.

You will need to maintain a safe working environment, and resolve or report any hazards, plus report any accidents, incidents or near misses.

SAFEGUARDING

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- The post holder is required to carry out the duties in accordance with the company’s Equal Opportunities Policies
- A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
- To be aware of, and comply with, all measures to support our environmental standard ISO14001

- To be aware of, and fully comply with all areas of Information Security in particular the GDPR (General Data Protection Regulations) 2018

PREPARED BY:	Tom Mower, Education Programme Lead
DATE:	24/10/20