

**Noah’s Ark Charity - Christmas Grotto 2022**

**Site Supervisor Role**

**The Event**

The Noah’s Ark Christmas Grotto is back this year for the first time since before the Covid-19 pandemic – and we want to make this year the most magical yet! The fantastic team at Ikea provide us with a beautifully decorated grotto, which will be situated next to the Bistro area. As site supervisor, you will lead a team of engaged and enthusiastic volunteer Santas and elves, who will be recruited by the event manager. There will be a launch party and plenty of opportunities for the charity to draw in additional funds alongside the ticketed grotto experience. This season is incredibly busy for the charity and hugely important to us and to the families we support, many of whom continue to have a relationship with the charity long after their time at the hospital has come to an end. This is an opportunity to join a close-knit team who are passionate about the work they do and also to be a part of an amazing community!

**Aim**

To ensure that the children and families visiting Noah’s Ark Charity Christmas Grotto have a truly lovely and magical experience whilst also maintaining a well organised event.

**Job Description**

* Liaise with the charity event manager.
* Ensure the grotto is opened on time and closed securely.
* Brief each Santa & his helpers on a daily basis.
* Take on an active roll in the running of the grotto as a member of the elf team!
* Adhere to Ikea rules of decorum whilst in their store.
* Maintain the visual and internal standards of the grotto.
* Deal with any issues that may arise discreetly.
* Monitor daily visitors and find out how they heard about the grotto.
* Monitor foot fall.
* Complete daily paperwork
* Be creative when you have down times by giving leaflets out to passers-by or get Santa to walk around to create interest.
* Responsible for the cash taken each day.
* To report to event manager any conflicting issues if they should arise.
* Have a diplomatic approach to visitors of all ages.
* Adhere to organisational values and behaviours.
* Have knowledge of the charity to answer any visitor questions.

**Essential**

* Good organisational skills.
* Good people-management skills.
* Have the ability to talk to each visitor to the grotto in a warm and friendly way.
* Trust worthy.
* Ability to ensure high standards are maintained.
* Own transport.

Training will be given prior to the opening of the Grotto on 26th November 2022.

The role is for a set period but we encourage the successful applicant to maintain a relationship with us.

Event open daily – Saturday 26th November – Friday 23rd December.

Weekday opening hours – 1.00pm – 7.00pm

Saturday opening hours – 10.30am – 5pm

Sunday opening hours – 11.30am – 4pm

**Wage is £9.18/hr - £9.50/hr in line with the National Minimum Wage/National Living Wage. Time sheets to be submitted daily.**

Please contact Sam Barnard if you would like to arrange an interview. Thank you so much for considering joining our team.

Sam Barnard

Events Manager - Noah’s Ark Charity

Tel: 07793 561253

Email: samb@noahsarkcharity.org

Take a look at who we are and what we do:

[Noah’s Ark Children’s Charity in Wales | Noah's Ark Charity (noahsarkcharity.org)](https://noahsarkcharity.org/)