

Noah's Ark

Children's Hospital Charity
Elusen Ysbyty Plant



Job title: Site Supervisor

Reports to: Events Manager

Location: IKEA, Cardiff

Contract: Fixed term, part-time

Site Supervisor: Friday – Monday / Thursday – Sunday / Saturday – Tuesday (Opportunity to work 4 consecutive days per week to always include Saturday and Sunday)

Days As above between 22nd November – 23rd December 2025

Working hours (4 consecutive days per week to always include Saturday and Sunday):

Thursday 12pm - 7pm

Friday 9am – 7pm

Saturday 10am – 7pm

Sunday 9am – 6pm

Monday 9am – 8pm

Tuesday 12pm - 7pm

Salary: £12.60 per hour (in line with Real Living Wage)

Introduction

The Noah's Ark Charity supports the Noah's Ark Children's Hospital for Wales in providing world-class care, helping to ensure the best outcome and experience possible for children and their families.

Having raised more than £30 million to build and equip the hospital, today we continue to work hand in hand with the NHS, providing funding for the most up-to-date equipment and facilities. We also fund services like the play specialist team and emotional support for families.

This is an opportunity for a skilled and driven individual to join a small but highly motivated team. Working closely with the wider charity team, this role offers a real opportunity to see the impact that your work has on the children and families we support.

The Event

The Noah's Ark Charity Santa's Grotto is back for 2025 – and we want to make this year the most magical yet! In 2024, our Santa's Grotto partnership with Ikea raised over £30,000 for the Noah's Ark Children's Hospital Charity and helped to make Christmas sparkle for more than 1500 families.

The fantastic team at Ikea provide us with a beautifully decorated grotto, situated next to the Bistro area.

As supervisor, you will lead a team of engaged and enthusiastic volunteer Santas and elves, who will be recruited by the event manager and events and volunteering coordinator. 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 to be a part of an amazing community!

Key duties and responsibilities

- Liaise with the charity event manager and events and volunteering coordinator.
- Ensure the grotto is opened on time and closed securely.
- Brief each Santa & his helpers daily and quickly build relationships with volunteers.
- Take on an active role in the running of the grotto as a member of the elf team.
- Adhere to Ikea rules of decorum whilst in their store and build relationships with key members of the Ikea team.
- Maintain the visual and internal standards of the grotto.
- Deal with any issues that may arise discreetly and professionally.
- 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.
- Be responsible for the cash taken each day and for locking away valuables after each session.
- To report to the events and volunteering coordinator and/or event manager any issues which may 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.
- Ensure compliance with the Fundraising Regulator Code of Fundraising Practice.
- Range of general administrative tasks, as required
- Work under own initiative, with instruction from others and as part of a team.

Person specification: Site Supervisor

Criteria	Essential	Desirable	How/when tested
Experience	Experience of successfully engaging and communicating with a wide variety of stakeholders.	Experience of event organisation/production. Experience of supervising volunteers.	Interview and references
Skills	Demonstrable motivation and negotiation skills, able to build personal credibility and successful relationships. Ability to manage potential conflict both calmly and confidently. Able to be proactive, practical and solve problems. Excellent communications skills. Ability to demonstrate respect for people from different backgrounds. Ability to capture event data and manage money securely as instructed. Ability to work flexibly and proactively and maintain a “can-do” attitude.		Interview
Special knowledge		An understanding of how the Noah’s Ark Children’s Hospital Charity supports the Noah’s Ark Children’s Hospital for Wales.	Interview

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