

Academy of Northern Ballet

Academy Student Support Team Member (Casual)

- Department: Academy of Northern Ballet
- Responsible to: Open Programme Manager & Student Support Coordinator

Main purpose of the Job

Northern Ballet is seeking to appoint Academy Student Support Team Members (Casual), to join the Academy Team. The aim of our student support team is to aid the smooth running of the Academy, chaperoning students to and from studios, observing classes and acting as the link between office staff, our reception team and students/parents.

Key Responsibilities

You will be required to undertake any and all duties expected of an Academy Student Support Team Member which include but are not limited to:

- Meet and greet all students, parents and adult class participants in a professional, warm and courteous manner
- As first point of contact for the Academy you will deal with queries efficiently, and pass questions to the office staff accordingly
- Chaperone students to and from their classes ensuring safe parent collection.
- Oversee student signing in and out of the building
- Observing a range of Academy classes, ensuring students are happy and assisting with any questions or situations that may arise in class
- Monitoring and noting students' wellbeing, injuries or illnesses that occur in class and updating the teacher of any injury students may arrive with
- Updating the Programme Managers on any issues or questions that may arise.
- Ensuring a safe collection of students from the atrium at the end of their class.
- Carry out all duties in line with Northern Ballet's Safeguarding Policies and Procedures.

Person Specification

You will be confident using communication skills to liaise with both parents and students. You will be comfortable working in a busy working environment and thrive from using your initiative to adapt to varied situations with a range of young people and adults. You will be passionate about providing excellent support to an extensive and successful Academy who provides world class training. You will take a professional and flexible approach to your work whilst representing Northern Ballet and the Academy.

Essential Criteria

- Strong communication skills
- Friendly and approachable
- Able to follow systems and procedures

Desirable Criteria

- Experience in working with children
- Experience working in a busy environment
- An interest in ballet or other theatre/culture
- A theatre chaperone licence
- Experience in safeguarding training / procedures. *

*This is mandatory for all Academy staff including the Student Support Team. Academy staff can ensure any new Student Support Team members are allocated to this training.

The successful candidate will be subject to an enhanced DBS check.

Other Details

- Pay: In line with National Living Wage – currently £11.44ph
- Hours: Core hours to be offered in term time on a flexible basis
 - Usually 1-3 shifts per week (Monday - Sunday)
 - All shifts offered in line with current staffing and availability
 - Hours will fall between these times on agreed dates:
 - Monday 16:00-20:00
 - Saturday appx. 9.00 – 18:00 (half day shifts offered)
 - Sunday approx. 9:15-12:30

- Additional hours available during intensive training periods throughout the Academic year
- Additional hours to be allocated by the Open Programme Manager
- Closing date for applications: 2 September 2024, 10am
- Interviews will take place in Leeds w/c 9 September
- Start date: September-October 2024
- Contract type – fixed term September 2024 –June 2025

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THE ROLE. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND FORMS PART OF THE CONTRACT OF EMPLOYMENT.

Application Process

Please submit a copy of your CV, along with a brief covering letter stating why you would like to be considered for this role, to hradmin@northernballet.com by Monday 2 September, 2024

Positions are subject to the successful candidate holding or obtaining a full enhanced DBS which must be registered on the update service.

As @ 13 August 2024