

# Job Title: Academy Student Support Team Member

Department: Academy

Responsible to: Head of Academy Administration

## Main Purpose of the Job

Northern Ballet is seeking to appoint an Academy Student Support Team Member, 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.

- 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: 13 hours p/w

Tuesday evening – 3.25 hours (16:30 – 19:45)

Wednesday evening - 3.25 hours (16:30 – 19:45)

Saturday daytime 6.5 hours (8:45 – 16:00) – with 45 mins break

This is a term time contract - 36 weeks per year.

Additional hours may be available during intensive training periods throughout the Academic year, and will be paid as overtime.

Additional hours to be allocated by the Head of Academy Administration.

Closing date for applications: 10am 31 January 2025

Interviews will take place in Leeds: 5 February 2025

Start date: 25 February 2025

Contract type – permanent

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.