



Culture Coventry Trust
Herbert Art Gallery & Museum
Jordan Well
Coventry
CV1 5QP

JOB DESCRIPTION

Job Title:	Santa
Reporting to:	Sleigh Supervisor
Responsible for:	N/A

SCOPE

Culture Coventry Trust and Coventry Sports Foundation are operating as CV Life, so that the scope of this Job Description as a CV Life document extends to cover the employment of employment contracts held with either Culture Coventry Trust or Coventry Sports Foundation.

OVERALL PURPOSE AND OBJECTIVE OF THE ROLE

To deliver an exceptional visitor experience and ensure that the quality of service given throughout the Sleigh and Father Christmas experience is of the highest level at all times.

MAIN DUTIES OF THE ROLE

1. Greet Visitors on arrival into the Grotto while promoting the excitement of meeting Santa.
2. Maintain the persona of Santa throughout the visitor's experience.
3. Have you photo taken with visitors when requested.
4. Have a passion for Christmas and understand the importance of the role to children and demonstrate the required behaviours with confidence & enthusiasm.
5. To be positive and flexible with a 'can do' attitude, to ensure a memorable experience for visitors.
6. Ensure you comply with and understand all Health & Safety policies and requirements.

This Job Description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.



RESPONSIBILITIES FOR ALL EMPLOYEES

- To embrace and lead by example on the Company's key values of PRIDE, PASSION and PERFORMANCE or those that might at any time be subsequently re-defined.
- To undertake all duties and fully comply with all of the Company's general standards and those relating to the specific requirements of the role.
- To carry out tasks at a range of sites that are either operated or managed by the Companies / Trusts or where services are delivered by the Companies / Trusts
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the Companies / Trusts. To generally help promote the work and public image of the Companies / Trusts, always maintaining high standards of customer service and personal appearance.
- To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
- To interact positively with customers adopting a friendly and professional approach at all times.
- To support the Company's commitment to providing a safe environment for children, young people and vulnerable adults, ensuring awareness of the Company's Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
- To comply with the General Data Protection Regulations when dealing with, maintaining, sharing and storing information.
- To undertake other duties as specified, which are appropriate to the qualifications, experience and general level of the post.

Date Created: September 2021

Date Reviewed:

Pride

Passion

Performance



PERSON SPECIFICATION

Essential Personal Attributes

- Ability to provide magical customer service to all our visitors
- Effective Communication Skills
- Ability to sit for long periods of time.
- A background in playing Santa.
- Previous customer services experience.
- A flexible approach to work and be able to work extra hours.