

- Job Title:** Head Elves - Christmas Experience Team Leaders
- Reports to:** CEO, Hidden Treasure Trust
- Hours of Work:** Full-time flexible, between 20-40 hours per week, 24th Nov – 31st December 2025. MUST be able to work evenings (3pm-9pm) or Weekends (8am – 9pm) as this is when the majority of shifts will be.
- Rate of Pay:** Band 5 £14.25 per hour plus 12.08% holiday uplift
- Normal Place of Work:**
A Hideaway Family Christmas Experience, Network Business Park, Atlantic Road, Broadheath, Altrincham, Cheshire
- Min age:** 18 years old

PURPOSE OF JOB

The North Pole team are at the heart of the Hideaway Christmas Family Experience, bringing to life the magic, warmth, and wonder of the Christmas Experience for children and families. This team ensures every visitor — from tiny tots to grandparents — feels immersed in the joy and excitement of Christmas.

As part of the wider event team, Head Elves will lead and support the North Polers to deliver a seamless, magical, and heartwarming experience for every visitor. You'll set the tone by embodying the spirit of Santa's helpers — cheerful, kind, and brilliantly organised — guiding your team to ensure every detail runs smoothly. From welcoming families and overseeing themed activities, to maintaining the festive atmosphere and managing operations behind the scenes, you'll help make the entire experience truly unforgettable.

MAIN DUTIES:

- Supervision of the North Polers, ensuring all visitors are safe, following instructions and respecting the equipment and props.
- Oversee the setting up and running activities, ensuring that stocks are well maintained and the team have all they need to run the relevant activities.
- Helping with reception, check-in or operating the tills and answering questions.
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- Cashing up and ensuring that all finances are in order and all paperwork is in order.
- Opening and closing up, understanding all procedures, safety requirements, risk assessments and ensuring that everything is followed as it should be.
- Ensuring the whole experience is clean, safe, well maintained and picture perfect
- Ensuring safeguarding policies and best practices are followed.
- Creating shift rotas, managing team, hours and budgets and ensuring that all HR procedures are being followed.
- Ensuring customers are made aware of the work of The Hideaway, and inviting them to come along to play there too.
- Serving customers in a pleasant and courteous manner.
- Working with the wider Hidden Treasure team around maintenance, marketing, finances and any other operational aspects.
- Maintaining such records as are required by the Management
- Keeping accurate time sheets daily.
- Keeping cleaning and temperature records.
- To ensure that all duties are undertaken effectively and efficiently, in accordance with the required standards of service and care, with relevant Health & Safety legislation and in line with the values and ethos of the organisation.
- To undertake training as required.
- The role involves working with children and vulnerable adults, and the responsibilities to safeguarding that this involves.

Dated: October 2025

Head Elves Person Specification

The role of Head Elf demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/assessment as deemed necessary.

Essential	Desirable
Knowledge, Skills, and Abilities:	
Have excellent communication skills: - Actively listens and responds politely and clearly; - Speaks with clarity, effective structure, volume, pace, and tone. Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others. Organised and enjoy a certain level of administration, whilst recognising the need to care for their team pastorally and well. Have excellent customer service skills. Has a professional approach and attitude. Is committed to providing excellent service. Recognises the importance of high standards of customer service. Confidence to take a lead in activity sessions, delivering them to a high standard and creating a great experience for customers. Ability to motivate, encourage and envision a team to get the best out of people.	Awareness of health & safety requirements in a similar environment. Previous employment with children would be an advantage. Engages and interacts well with children and parents. Experience in food preparation or delivery in a commercial environment.
Qualifications/ Attainments:	
	Level 2 food hygiene. Allergens awareness course. Recognised Paediatric First Aid Certificate.

	Recognised qualification in Child Care or other certificate working with children.
Experience:	
Experience leading a team in an appropriate setting. Experience working under pressure and at pace.	Experience preparing food. Experience serving the general public. Day to day hands on experience of delivering play/services to young children. Relevant experience in the provision of children's parties.
Personal Qualities:	
All North Polers must bring an energy, a sense of joy and a passion for Christmas to the role. Honest with a strong sense of integrity. Enjoy working with children. Self-motivation and pride in doing a good job.	Flexibility on working hours and able to work days, evenings and weekends.
Other:	
An enhanced DBS (formerly CRB) check may be required. A willingness to work within the Christian ethos and values of the organisation. A willingness to undertake First Aid training and other CPD training opportunities. A willingness to work during some of the Christmas holiday season (not Christmas day)	Appreciation of health, safety, and welfare of children.

though all staff will be granted some days off for family time.	
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