

- Job Title:** North Polers - Christmas Experience Team members
- Reports to:** CEO, Hidden Treasure Trust
- Hours of Work:** Flexible, between 8-40 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 1 National Living Wage 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:** 16 years old

PURPOSE OF JOB

The North Polers 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.

Working as part of the wider event team, North Polers will oversee and run the whole experience, helping to create a seamless, memorable, and heartwarming experience for all. They'll embody the spirit of Santa's helpers — cheerful, kind, and organised — making sure every detail runs smoothly, from welcoming families and running themed activities, to maintaining the atmosphere and keeping everything on track behind the scenes.

At its heart, this role is about sharing joy, kindness, and connection, ensuring every family leaves with smiles, laughter, and a little bit of North Pole magic to take home.

MAIN DUTIES:

- Supervision of the activity zones, ensuring all visitors are safe, following instructions and respecting the equipment and props.
- Setting up and running activities, helping children to engage and understand what they're doing and why.

- Helping with reception, check-in or operating the tills and answering questions.
- Ensuring the whole experience is clean, safe, well maintained and picture perfect
- Ensuring safeguarding policies and best practices are followed.
- Helping in the café with food service and cleaning.
- Ensuring all activities have what they need to run, and assisting in the preparation of anything that may be running low.
- 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.
- Checking that orders have been correctly delivered and charged for.
- Clearing tables.
- Ensuring that any risk assessments are complied with.
- Reporting maintenance issues to the Manager or Team Leader
- 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

North Poler Person Specification

The role of Christmas team 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. A desire to learn, improve themselves and be challenged. 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.	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 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) though all staff will be granted some days off for family time.	Appreciation of health, safety, and welfare of children.