

JACKSONS LANE

APPLICATION PACK CHRISTMAS DAY VOLUNTEER COORDINATOR





WORKING FOR JACKSONS LANE

Working for Jacksons Lane is vibrant and exciting, as an organisation our work stretches across the borough of Haringey, the UK and internationally. Our building hosts a wide range of different activities throughout the year.

As a small team, we strive to create excellent customer experiences in all aspects of our work, whether that be with our artists, our audiences, participants in our creative engagement programme, or users of our studio spaces and facilities.

Our team is made up of a group of highly passionate and enthusiastic people, focused on making a real difference to those individuals that we work with. By recognising the strengths and unique qualities of each member of the team, we work with a generosity of spirit and a respect for each other, acknowledging that we are ultimately working towards the same goals and that it is only through a unified approach that we are able to achieve this.

JACKSONS LANE

ARTISTIC



Jacksons Lane is the leading presenter, supporter and producer of contemporary circus in the UK. We nurture artists through artist residencies, mentoring and advice, and by providing theatre space for previews, rehearsals and scratch performances, in addition to premium studio space to devise and rehearse new work. Our recently upgraded 170 seat auditorium hosts a variety of events throughout the year including our own Transmission festival. We also showcase our other core artistic strand of physical and non-verbal theatre alongside our programme of family performances.

We have strong networks throughout the industry, both nationally and internationally, and we represent Jacksons Lane and the UK circus scene at a variety of industry events across the world. We are passionate about providing a platform at Jacksons Lane to showcase international work, and currently around 40% of our visiting artists come from outside the UK, representing 60 countries including ones as far as Australia and Canada.

As an Arts Council England National Portfolio Organisation we also produce and coproduce our own work, which we tour both in the UK and abroad in order to bring British work to an international audience.



CREATIVE ENGAGEMENT

With its roots as a community center, Jacksons Lane remains an essential hub for arts and community work in north London. With over 65,000 visitors to our venue each year we work hard to overcome traditional barriers to the arts by collaborating with our community partners and funders to make the arts more accessible. We focus on using the arts to increase confidence, reduce isolation and improve overall wellbeing.

Our comprehensive Creative Engagement programme works directly with over 1,000 people across all ages each year and provides creative and wellbeing activities to older people in supported housing schemes, theatre projects that focus on women's safety and a range of activities for young people including JL Circus, a series of workshops and classes teaching circus skills to young people.

Feeling Good is Jacksons Lane's project to help reduce social isolation as a result of the COVID-19 pandemic. We connect isolated and vulnerable people with social activities and creative sessions to help them reconnect with their community, gain confidence and make friends.

Since it began 49 years ago, Jacksons Lane has also run an event on Christmas Day, each year inviting socially-isolated older adults to our building and providing them with food, gifts and entertainment. In 2023 we were able to reach out to over 320 older adults across our area through both the in person event and a delivery service of food and gifts while still providing the all important social contact and friendly conversation.





STUDIO HIRES AND PRIVATE EVENTS

At Jacksons Lane we have seven different spaces available to hire including our theatre, five multipurpose studio spaces and a private meeting room. The spaces are hired for a variety of purposes including classes and workshops, rehearsals, performances, and private functions and events.

Studio One (below) is our largest space and is one of the largest rehearsal/event spaces in north London. In this space we host a variety of bookings throughout the year including weddings, children's parties and bar-mitzvah celebrations, corporate away days and networking events as well as rehearsals for large productions.

Our class and course programme is made up of a collection of people who hire our studios at the same time each week. The activities range from children's acting and drama classes to fitness and yoga for adults. Our regular hirers also include a therapy group, a photography group and we even have a lightsaber fighting group!

Studio hires and events are not only one of the biggest contributors to our core income, but also help us to generate and expand our audiences and visitor reach with many class attendees and tutors also watching performances and becoming involved in other aspects of our work.



JOB DESCRIPTION

JACKSONS LANE

Reports to:	Head of Creative Engagement
Key relationships:	Executive Director, General Manager, Creative Engagement Officer, FoH Manager and Christmas Day Event Manager
Responsible for:	Christmas day volunteers
Hours of work:	Our core working hours are 10am-6pm. We have a TOIL system in place
Contract info:	Freelance, fixed-term contract - 48 days of work between September 2024 and January 2025. This position requires working on Christmas Day 2024.
Salary:	£6,000
Place of work:	Jacksons Lane, Highgate, North London. N6 5AA

Main objectives of the post:

The main purpose of this role is to support recruitment and management of volunteers for our Christmas Day event at Jacksons Lane. Each year, we throw open our doors on 25th December for older and disabled people in the area, who would otherwise be spending Christmas Day alone. Guests arrive through the generosity of volunteer drivers and enjoy a hot Christmas meal, a drink or two, some fantastic entertainment, gifts, and a visit from Santa.

Christmas Day has been held at Jacksons Lane for over 40 years - historically run entirely by a team of external volunteers. For many, helping out here has become as much of a tradition in their families as stockings, carols and cold turkey sandwiches on Boxing Day.

During the pandemic we started a successful Christmas hamper delivery service, reaching over 300 older adults across North London. In 2024, we will be hosting up to 100 older adults in person at Jacksons Lane, and deliver Christmas hampers to a further 200 older adults, as well as feeding approximately 60 volunteers on the day.

Key responsibilities:

- To work collaboratively with the Christmas Day team at Jacksons Lane to coordinate and deliver a successful Christmas Day project at Jacksons Lane;
- To be responsible for volunteer recruitment, support and training, for allocating volunteer roles for the project and for all communications with volunteers.
- To be responsible for the coordination of the delivery service, including coordinating drivers and mapping routes, and anything to do with the organisation of the hampers.
- To be responsible for the coordination of guests travel to and from the event on the day, including organising accessible transport options, mapping routes and scheduling volunteer drivers.

Volunteer recruitment and management:

- To recruit, train and support volunteers in all aspects of the event in advance and on the day.
- To train all volunteers on building processes and health and safety procedures.
- To be the main point of contact for all volunteer enquiries and recruitment.
- To build on and maintain the relationship that Jacksons Lane has with volunteers already associated with the event.
- To organise and facilitate volunteer meetings, rotas and scheduling.

Administration and scheduling

- To be the main point of contact for all Christmas day volunteer enquiries.
- To build on and maintain the relationships that Jacksons Lane has with volunteers that have previously supported this project.
- To store and manage volunteers personal data received in line with Jacksons Lane's Data Protection Policy.
- To keep up-to-date databases of volunteer details (contact details/ DBS/ dietary requirements) that are secure and able to be used in an emergency.
- To coordinate all guest travel to the event on the day, including organising accessible transport options and recruiting and scheduling volunteer drivers.
- To coordinate delivery of the our Christmas hampers to 200 older adults across Haringey, and to map routes in advance.
- To support the in-person event, once hamper deliveries are complete, by providing support as needed to guests and the event team.

Venue

- To ensure all necessary arrangements are in place for the delivery service, including setting up spaces for the assembling and pick up of the hampers, and ensure all spaces are clean and tidy after the event.
- To receive building and health and safety training in advance of the event.
- To work with the General Manager and the event team to ensure the event's high quality, accessibility and safety through the understanding and delivery of actions based on our Vulnerable Adults Protection and Health and Safety policies and to make sure all necessary risk assessments and procedures are in place.
- To coordinate other Jacksons Lane's staff and volunteers as necessary, allocate roles and organise schedules and rotas as needed.
- To liaise with FOH staff and Duty Manager responsible for the building on the day.

General

- To assist the event team with the monitoring and evaluation of the event, particularly with anything to do with volunteers.
- To ensure the relevant safeguarding procedures are in place to ensure a positive experience for all guests and older adults involved in this event.
- To promote the Christmas Day event to the wider Haringey and North London community, engaging older people and local community groups to participate in and support the project.
- To ensure that older people's ideas and interests are at the heart of the event and its outcomes.
- To create partnerships with other local community organisations and housing associations to support volunteer engagement beyond Christmas Day.
- To work closely with the marketing and development teams to actively develop and promote fundraising initiatives related to Christmas Day.
- To ensure the intentions and requirements of Jacksons Lane's Equality and Diversity Policy are applied.
- To act as spokesperson for Jacksons Lane when needed in community-based dealings with the media.

APPLICATION DETAILS

Jacksons Lane has a strong commitment to increasing the diversity of our staff. With this in mind, all candidates who indicate that they are from an ethnically or culturally diverse background and/or are disabled, who meet the Essential Criteria of the Person Specification will be guaranteed an interview.

We are a PiPA (Parents and Carers in Performing Arts) partner. PiPA enables and empowers parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, for example through job shares or flexible working arrangements.

To apply for the role send a copy of your CV and a short covering letter or video/audio file to recruitment@jacksonslane.org.uk, please include your full name and the job title **Christmas Day Volunteer Coordinator** in the subject line of the email.

Should you wish to submit your application in another way please get in touch to discuss this. We would also appreciate it if you could complete an Equal Opportunities form, and include this with your application so that we can continue to monitor and increase the accessibility of our recruitment process. This form is available on our website, alongside this recruitment pack.

If you wish to discuss the role before you apply, we can offer an informal 1:1 chat with a member of the team. To arrange an informal chat please email recruitment@jacksonslane.org.uk.

Application deadline

10am Monday 15 July 2024

Interviews

Week commencing Monday 22 July 2024

Preferred start date

Week commencing Monday 02 September 2024

We will respond to all applicants, after the closing date regardless of the outcome. Interviews will take place at Jacksons Lane, with questions sent out in advance to allow for some preparation. Should you have any specific requirements for the interview process, please get in touch.