

## Job Title: Christmasland Performance Elf

Reporting to: Christmas MOD

Reporting into: N/A

### **What you'll be doing:**

To implement and provide enjoyable and exciting entertainment that will WOW our guests and create magical memories for them as a family. As an Entertainer, you will engage with guests through performances, creativity, and personality, ensuring the highest standard of entertainment across the resort, adhering to all company policies and procedures.

### **Key Responsibilities:**

#### **General:**

- Actively demonstrate and promote Bluestone's company culture, core values and behaviours.
- Adhere to Bluestone's company policies and procedures.
- Follow all company Health & Safety and fire procedures.
- Report faulty equipment, potential hazards, or maintenance issues to the relevant manager in a timely manner.
- Notify your line manager of any absences in line with the Absence Management Procedure.
- Ensure compliance with recycling and environmental initiatives.
- Contribute to an inclusive and accessible environment for guests and employees.
- Due to the safety critical nature of this role, the employee must participate in routine Health Surveillance provided by Bluestone.
- An enhanced DBS Check is required for this role.
- Contribute to the positive reputation of Bluestone by exhibiting professionalism and discretion.
- Participate in tasks across departments as required, supporting the overall success of Bluestone's operations.

#### **Specific:**

##### **Genuine Care**

- Ensure impeccable timekeeping – Elf school performances run every 20 minutes, and punctuality is essential for smooth operations.
- Exhibit a professional attitude at all times.
- Remain confident and comfortable in costume and make-up over long periods of time.
- Maintain confidentiality of all sensitive information.
- Deliver a variety of performances, from improvisational 'pop-up' entertainment to scripted shows and interactive craft-based activities.
- Act in a range of roles as part of Elf school whilst supporting the Entertainment team during staple Christmas entertainment show & sessions.
- Prepare all elements of sessions to a high standard, including small food and drink prep.
- Promote and ensure the good reputation of Bluestone.
- Provide an exciting entertainment programme that enhances guest experiences.
- Create full immersion for guests by always embodying elf characters in view of the public.
- Communicate effectively with guests of all ages and backgrounds to enhance their experience.
- Deliver high-energy performances consistently throughout the day.
- Engage with guests in an interactive and meaningful way to build magical memories.

## **True Ownership**

- Adapt and improvise safely and appropriately to different audience types while adhering to SOPs and RAs.
- Ensure workspaces and performance areas remain clean and tidy at all times, including wiping surfaces and sweeping floors.
- Support digital guest experiences through performances at photo points and interactive digital engagement zones.
- Encourage guests to engage with digital elements of the Christmasland experience, such as interactive features or social media moments.

## **Grow as a Team**

- **Team Collaboration:** Work collaboratively with other entertainers and staff members, supporting each other to deliver seamless entertainment experiences.
- **Communication:** Maintain open and positive communication within the team, ensuring that everyone is informed and prepared for each day's performances and activities.
- **Training & Development:** Participate actively in training and rehearsal sessions, remaining open to feedback and continually improving your performance techniques and interpersonal skills.
- **Team Morale:** Foster a positive and supportive environment where every team member feels motivated and valued, contributing to a high-performing entertainment team.

## **Skills and experience you will bring us:**

### **Essential:**

- Previous experience working in a similar environment.
- Proven customer service experience with excellent communication skills.
- Excellent time management and organisational skills.
- Ability to give clear direction when leading a session or show.
- Strong improvisation skills.
- Ability to learn and deliver a script effectively.
- Capability to maintain high energy levels and a cheerful disposition throughout performances.
- Strong performer with a passion for entertainment.
- Driving is core to this role.
- Own reliable transport to and from work.
- Availability from October

### **Desirable:**

- Experience in street theatre.
- Background in circus skills.
- Ability to play a musical instrument.

### **Personal Attributes/Competencies Required:**

- Excellent personal presentation.
- Positive "can-do" attitude.
- A positive and outgoing disposition.
- Enthusiastic team player.
- Ability to communicate effectively with all guests.
- Firm guest focus to ensure only the highest standards are achieved.
- Ability to prioritise and organise workload and tasks efficiently.
- Strong interpersonal skills to engage with both guests and team members.

