

## **Job Title: Santa**

Reporting to: Production MOD

Reporting into: N/A

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

To implement and provide enjoyable and exciting entertainment through hosting Santa's Lodge. Welcome families one on one to your lodge and share magical conversation and stories which will WOW our guests and create magical memories for them as a group or family.

### **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**

- Be able to make quick decisions as a performer, to improvise safely and appropriately adapting to the crowd you are performing to, whilst keeping in line with standard operating procedures (SOPs) and Risk Assessments.
- Be a strong performer in all areas of entertainment.
- As well as having organisational talents, you will also need impeccable time keeping- it is integral to always be perfectly on time for smooth operations.
- Able to feel confident in costume and make-up over long periods of time.
- To understand and promote our brand Kingdom Of The Elves.
- Dive deep into our world of Christmas knowing each and every nook & cranny of the elf world.
- Exhibit passion and care for every session we do. This will include pristine costume, make-up and hair.
- Good Hygiene is integral to this role.
- Ensure all staff areas are kept clean & tidy including all dressing rooms, with costumes cared for appropriately.
- Offer an enjoyable and excitable entertainment programme so that guests spend time in the gift shops, photo points and restaurants.
- Always provide unrivalled elf characters in guest view to ensure full immersion throughout the Christmasland Experience.

- To deliver a programme of entertainment which will include a range of both daytime and evening activities suitable for everyone including families and adults.
- Read magical stories to the guests, ensuring that children are entertained and leave the session full of Christmas cheer.
- Ensure technical elements in each room are always used.

### **True Ownership**

- Go above and beyond to exceed the guest expectation of Santa. It is your job to fully comply with our standard we expect; that we have the real Santa. This is achievable through your warmth, knowledge and look.
- Support Bluestones sustainable principles and encourage team & guests to do the same.
- Ensure you are fully aware of Bluestones recycling regime, and actively ensure you are following.
- Ensure lodges are effectively closed down following the end of each day.
- Show warmth & empathy to both guests and staff ensuring you are approachable and actively interacting at all times outside of staff areas.
- Open to reasonably assist with other departments across resort.
- To ensure work area and spaces are always kept clean and tidy including but not limited to wiping surfaces and sweeping floors.
- To prepare all elements of sessions to a high standard including small food and drink preparation.
- Utilise entertainments online shared folders to receive rota, team news, and script & rehearsals knowledgebase.
- Carry out daily checks on all sessions using our user-friendly Microsoft Forms online.
- Ensure stock levels are managed effectively by alerting your line management of depleting stock efficiently.

### **Grow as a Team**

- Be a team player ensuring you look after fellow Elves & Santas to ensure success of the product.
- Grow and develop the story knowing each and every elf and their role in your kingdom.
- Team Collaboration: Work collaboratively with other 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 of 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/show.
- Must be open to receiving constructive criticism and taking direction and have the ability to act on it seamlessly.
- Lead by example, displaying our company culture beliefs at all times.
- Excellent improvisation skills.
- Ability to learn a script.

- Ability to achieve consistent energy levels and a cheerful disposition.
- Strong performer.

**Desirable:**

- Previous experience as Santa.

**Personal Attributes/Competencies Required:**

- Excellent personal presentation.
- Positive “can-do” attitude.
- A positive and outgoing disposition.
- Enthusiastic team player.
- Ability to communicate on different levels and with all guests.
- Firm guest focus to ensure only the highest standards are achieved.
- Ability to prioritise and organise own workload and tasks.
- Effective interpersonal skills.
- Willing to have DBS check.