

Job Title: Entertainer

Reporting to: Production Manager on Duty

Reporting into: N/A

What you'll be doing:

To create and deliver exciting and memorable entertainment experiences that will WOW our guests, providing moments that will foster magical memories. 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

- **Guest Engagement:** Provide a fun and engaging environment for guests of all ages by performing high-energy and interactive entertainment.
- **Performance Excellence:** Act in a variety of roles, creating child-friendly and believable characters (e.g., fairies, pirates, elves, hobbits), ensuring each performance is joyful, safe, and immersive.
- **Positive Interactions:** Be approachable and welcoming, actively engaging with guests before, during, and after performances, ensuring they have a memorable experience.
- **Supportive Environment:** Demonstrate empathy and warmth to both guests and team members, creating an inclusive, respectful atmosphere where everyone feels valued.
- **Hygiene & Appearance:** Maintain high standards of personal hygiene and presentation, ensuring your costume and makeup are impeccable throughout your performances.
- Contribute to in-house promotions and activities.
- Guest-focused approach to maintaining high standards and enhancing guest experiences.

True Ownership

- **Performance Responsibility:** Take full ownership of your performances, ensuring they are consistently delivered to the highest standards, including scripted and improvisational performances.

- **Timeliness & Reliability:** Exhibit excellent timekeeping, ensuring you are always on time for performances and other scheduled activities.
- **Adaptability:** Be confident and adaptable during performances, including street-style entertainment, improv, and pop-up activities, while maintaining safety and adhering to SOPs and RAs.
- **Resource Management:** Proactively monitor entertainment stock levels (e.g., props, costumes) and notify the Line Manager when replenishment is required.
- **Continuous Improvement:** Take initiative in rehearsals and actively seek ways to improve both your own performance and team collaboration, contributing to the development of new entertainment sessions and shows.
- **Sustainability Focus:** Embrace and promote Bluestone’s sustainability practices within your role, creatively integrating these principles into your sessions to inspire both guests and team members.

Grow as a Team

- **Team Collaboration:** Work collaboratively with other entertainers and staff members, supporting each other to deliver seamless entertainment experiences.
- **Mentorship & Support:** Assist new team members by offering guidance and sharing knowledge, helping them to settle into their roles and develop their performance skills.
- **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:

- **Performance Experience:** Previous experience in performing arts (acting, singing, improv, etc.) with a focus on entertainment for families and children.
- Ability to hold a tune when singing solo, or as part of a group performance.
- Ability to move well and learn choreography.
- **Adaptability:** Ability to perform a wide variety of roles and entertain in different styles, from scripted performances to spontaneous interactions.
- Exceptional improvisation skills
- **Confidence & Energy:** Ability to entertain in high-energy, high-stamina environments, including both planned shows and impromptu performances.
- **Team Player:** Ability to collaborate effectively with a diverse team and contribute to a positive working environment.
- **Guest Engagement:** Strong communication and interpersonal skills, with the ability to engage guests and create a welcoming, fun atmosphere.

Desirable:

- Street Theatre experience.
- Circus skills experience.
- Instrumentalist.
- High singing ability.

Personal Attributes/Competencies Required:

- A positive “can-do” attitude and resilience in a fast-paced environment.
- Commitment to delivering exceptional customer experiences.
- Punctual, reliable, and flexible to adapt to the needs of the role.
- Strong organisational skills with the ability to prioritise tasks effectively to meet deadlines.
- Willingness to learn and take on board new skills.
- Willingness to take personal responsibility for own work areas.
- Demonstrates genuine care for customers and colleagues.
- Takes ownership of tasks and resolves challenges effectively, showing initiative and accountability.
- Thrives as a leader, fostering collaboration and motivating team members to perform at their best.
- Adheres to a professional appearance.
- Strong communication and interpersonal skills to engage with diverse stakeholders.
- Confident and calm in emergency situations, capable of swift and effective decision-making.
- Ability to lead and inspire a team while fostering collaboration.
- Resilience & Stamina: Ability to maintain high energy levels during long shifts, particularly during repetitive or physically demanding performances.
- Initiative & Ownership: Ability to work independently, take responsibility for your performance, and proactively resolve challenges or issues.
- Effective communication skills, adaptable to various audiences.