



**Admin Assistant
(events)
Part Time, Fixed Term**



ABOUT ALEXANDRA PARK AND PALACE



Alexandra Palace hosts a variety of events from concerts and exhibitions to live sports and street food festivals all year round.

We have agreed a new deal that keeps one of sport's most iconic events at its legendary home until at least 2031. From December 2026 the **World Darts Championship** will move into the Great Hall, to welcome a massive 180,000 fans across the three-week tournament.

ROLE DESCRIPTION

The **Admin Assistant** will provide high-quality admin and diary support to the Director of Event Operational enabling effective oversight and delivery of the PDC World Darts Championship as the competition increases in size and scope. The role will also ensure that administrative workload is managed efficiently across the annual events programme supporting the Director in delivering strategic projects.

Diary management and minute taking experience are essential alongside experience supporting in a PA / EA role.

This is a **part time** role working **25 hours** per week (e.g. Monday to Friday, 10:00 – 15:00) with flexibility to suit business needs.

This is a **fixed term** contract expected to end 31 January 2027 on completion and closedown of the World Darts Championship.

The salary is circa **£37,297 per annum pro rata** (£24,864pa working 25 hours per week)

HOW TO APPLY

To apply for the role of **Admin Assistant** please send your CV and a cover letter demonstrating how you meet the person specification to recruitment@alexandrapalace.com.

The deadline for applications is 9am Thursday 11 June 2026

Due to the volume of applications, we are unable to offer feedback to those not shortlisted for interview.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Job Title	Admin Assistant (Events)
Contract	Fixed term until 31 January 2027 Working 25 hours per week (with flexibility to suit business needs) e.g. 10:00 – 15:00, Monday to Friday.
Department:	Event Operations
Responsible To	Director of Event Operations
Responsible For	n/a
Overall job purpose	To provide high-quality administrative support to Director of Event Operations, enabling effective oversight and delivery of the PDC World Darts Championships alongside a busy annual events programme. The role will ensure that administrative workload is managed efficiently, allowing senior leadership time to focus on strategic, operational and stakeholder priorities.
Key internal relationships	EA to the CEO Executive Team regarding diary management
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Proactively manage Director of Event Operations diary, meetings and scheduling 2. Prepare agendas, papers and presentation materials ahead of meetings 3. Attend key meetings to take accurate notes, minutes and actions 4. Circulate actions and minutes and follow up with relevant stakeholders 5. Support general administrative tasks linked to event planning and delivery, including correspondence, document management and coordination activity 6. Prepare relevant reports including financial and analytical for a variety of stakeholder groups 7. Act as a central point of administrative contact relating to Director of Event Operations role and responsibilities

Person Specification	<u>Essential</u>	<u>Desirable</u>
	Education / Qualifications / Memberships GCSE in English and Maths level 5 or above (A-C) Experience Proven experience providing PA / EA support	Experience supporting Senior Managers or Directors

	<p>Experience managing competing priorities and working to deadlines</p> <p>Skills and Knowledge</p> <p>Strong organisational skills and attention to detail</p> <p>Excellent written and verbal communication skills Confident user of Microsoft Office (Outlook, Word, PowerPoint, Excel)</p> <p>Highly organised and proactive</p> <p>Discreet and professional, with the ability to handle sensitive information</p> <p>Flexible and adaptable in response to changing priorities</p> <p>Able to work independently with minimal supervision</p> <p>Calm, composed and friendly character able to work collaboratively with a variety of colleagues and stakeholders.</p>	<p>Experience working in events, venues or a fast-paced operational environment</p>
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DIMENSIONS

Financial responsibilities

n/a

People management responsibilities

n/a

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy

and to record all processing activities in the organisation’s data register where appropriate.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 2 and therefore should be demonstrating behaviours at **level 2**.

1. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	Work with other teams to raise and solve issues Hold regular meetings to gain team input Be visibly available to my team Book weekly catch ups with other teams Think and act as one organisation Pro-actively talk to others rather than sending emails	Encourage silos or working in isolation Think our work is more important than that of other teams Make decisions without consulting other teams that may be impacted

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	Try new ideas and think outside the box Look for possibilities and opportunities everywhere – taking time to think creatively Have faith in my ideas and find my voice Encourage the ideas of others more often Utilise the experience of the whole team Strive to improve the customer experience Encourage others to see mistakes as learning	Say “I can do better” but then do nothing Accept something just because it is the way it’s always been done Shut down ideas without thinking about the pros and cons Resist change because it is too challenging Think “I can’t do it” Say “No” but not explain why

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	Get to know my team members Be human – show empathy and care for others Thank people and make them feel good Accept all - embrace different points of view Confront difficult situations with openness, sensitivity, care and empathy Pro-actively address exclusion and discrimination	Exclude people because I find them difficult or challenging Ignore or belittle the ideas or thoughts of others Allow our own view to prevail not considering differences of opinion or approach Tolerate exclusion or discrimination Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are PASSIONATE & FUN

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 2	Act as a role model for others by demonstrating passion for my job and energy every day Go the extra mile – setting an example for the team Make time to celebrate success Inspire, develop and build my team Focus on delivering quality for myself and my team Create a culture of fun so that we can all enjoy what we do	Act negatively - moaning and criticising Forget to celebrate Just do the minimum to get by Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	Bring solutions not just problems and complaints Take a “see it and own it” approach Make smart use of our resources Actively look outside for new ideas and research Attend and encourage others to attend training and conferences and bring back new ideas Understand what generates profit Free up budgets to spend where most needed Empower and coach my team to come up with their own solutions Make use of people’s skills from outside of work as well as at work	Use resources just because we have them Say “no” just because of lack of resource Just go for quick wins because they are easy Allow wastage in our work areas Take on too much at once Create a stressful environment for myself or those around me