



<b>Job Title</b>	Christmas Helper
<b>Department</b>	VA
<b>Reports to</b>	Lolly Stanhope-White
<b>Direct Reports</b>	NA
<b>Working hours and pattern</b>	6th, 7th, 13th, 14th, 20th, 21st, 22nd & 23rd December 2025 9am to 4pm

#### **Purpose of this role**

The purpose of this role is to support the delivery of The Newt in Somerset's *Meet St Nicholas* experience, a central element of our festive programme. Christmas Helpers will work alongside St Nicholas to create a memorable and enchanting visit for our guests, ensuring the smooth operation of the grotto and maintaining the festive atmosphere throughout.

#### **Responsibilities**

- Represent The Newt in Somerset with professionalism, ensuring visitors remain at the heart of an exceptional and memorable experience.
- Provide a warm, enthusiastic, and characterful welcome to all guests attending the *Meet St Nicholas* experience.
- Engage and entertain families, sustaining festive cheer before and during their audience with St Nicholas.
- Support St Nicholas in the giving of gifts and facilitating photo opportunities to enhance the guest experience.
- Support the smooth operation of the grotto by coordinating guest flow, managing timings, and assisting with gift distribution.
- Monitor booking schedules, ensuring each visit runs punctually and efficiently.
- Accurately track guest bookings and attendance throughout the event.
- Assist with event logistics, including photography coordination and ticketing processes.
- Contribute to the creation of a magical and immersive atmosphere throughout the festive season.
- Wear and maintain a Christmas-themed costume in line with the character of the role.

#### **Characteristics needed for this role**

- Warm, friendly and approachable and able to embody the spirit of a Christmas Helper / Elf
- Energetic and vibrant, able to deliver consistently brilliant experiences with a wide range of people
- Committed to putting the visitor first, and understand that the last visitor of the day is as important as the first visitor of the day.
- Excellent verbal communication skills



<ul style="list-style-type: none"> <li>• Confident in public speaking and talking to children</li> <li>• Comfortable wearing costume and festive attire</li> </ul>
<b>Characteristics desired for this role</b>
<b>Skills and experience needed for this role</b>
<ul style="list-style-type: none"> <li>• DBS checked</li> <li>• Background in acting, performance, or entertainment</li> </ul>
<b>Skills and experience desired for this role</b>
<ul style="list-style-type: none"> <li>• Outstanding communication skills and the ability to engage enthusiastically with a wide range of people</li> <li>• Have good time management skills, and know your performance is vital for the success of the wider team</li> <li>• Have experience of working and interacting with members of the public on a daily basis</li> </ul>
<b>Qualifications needed for this role</b>
NA
<b>Qualifications desired for this role</b>
NA
<b>What systems will be used in this role?</b>
NA