



Operations Manager

We are one of the leading family ski specialists in the UK. Established for 20 years Ski Famille is a privately owned company committed to providing high quality accommodation and superb service to guests, as well as a rewarding working environment for all employees.

You will be working as part of a small management team, all of whom have real input into the development of the business. We are looking for someone who is an excellent team player with superb organisational skills and a flexible approach to work. You will excel at problem solving and be critically minded.

Ski Famille's Farnborough (Hampshire) offices are conveniently located close to the M3 and Farnborough train station.

Skills and experience required:

- Travel industry and/or hospitality experience (highly likely to have worked in a ski resort environment)
- You will be able to demonstrate experience of dealing efficiently with customers and in-resort problems
- Your man management skills will be well developed and you will have managed staff at a distance
- Previous experience in an office based environment is advantageous
- Written and spoken French will be of a good standard
- IT Literacy is very important

Responsibilities of an Operations Manager vary and include:

- Line manager for seasonal Resort, Chalet and Childcare Managers
- Liaising regularly with in-resort staff throughout the winter season to ensure high performance and consistency of service
- Ensuring quality and safety across all resorts and properties
- Setting and monitoring budgets in conjunction with the Directors
- Developing close and productive relationships with in resort suppliers
- Dealing efficiently with day to day operational problems and incidents
- Attending travel/trade fairs such as World Travel Market and Grand Ski
- Resort staff recruitment and training
- Assisting the Directors develop the Ski Famille product
- Identify new and improved ways of working

The role will include extensive travel overseas (currently France only) when required for training, supporting overseas managers, dealing with incidents and quality control.

Start date and remuneration

A start date prior to 1st June 2010 is anticipated, however this can be flexible for the right applicant. Pay is negotiable dependant on experience, but is likely to be in the region of £24,000 to £27,000. We offer 25 days holiday, plus bank holidays, on the basis of a 37.5 hour week.

To apply

Please send your CV with a covering letter to Chris Thompson, Managing Director at the address below. You may email documents to chris.thompson@skifamille.co.uk. The closing date for applications is 26th March 2010.

Postal address

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