



DISCOVER NEW PLACES

MAKE NEW FRIENDS

The mountains are calling...

AREA CHILDCARE MANAGER

Join our enthusiastic, motivated & professional team in the mountains.

This role covers our operations in Les Gets, La Plagne and Les Menuires. It should be based in Les Gets.

The Company

Ski Famille is a privately owned company established in 1990. We are pioneering family skiing specialists run by a highly motivated team. We are passionate about helping families with young children to have an amazing and hassle free experience on their family skiing holiday.

The Role

This is an involved and rewarding position managing standards across Ski Famille's Childcare in Les Menuires, La Plagne and Les Gets. The focus is on achieving the highest possible standards of childcare, health and safety and general service.

Ski Famille child carers and nannies are the reason that so many of our guests return year after year so successful delivery of this element of our product is key to our continue success and market leading position.

You will constantly work to improve the quality of our product by supporting and coaching our Childcare teams and Childcare Resort Managers. You will have a keen eye for detail and a guest focussed approach to managing staff performance and improvements.

You will also be expected to work closely with the Area Chalets and Hospitality Manager to ensure our product is being delivered cohesively in all resorts.

You will be commercially aware and understand how to balance managing costs with maximising guest satisfaction and repeat bookings.

This is an ideal position for someone with previous Childcare management experience in the seasonal hospitality industry who is now looking to move into a more senior role or someone from outside of the ski industry with relevant childcare management experience.

Mountain Locations



Competitive Salary



Enhance your C.V.



Ski for Free





Area Chalet and Hospitality Manager Responsibilities

- Take responsibility in providing an excellent carefree holiday to all traveling guests and delivering our brochured childcare products
- Working with the Overseas Manager, plan and deliver our pre season Childcare training courses and if necessary deliver 'in situ' resort remedial training
- Manage, motivate, and oversee the Childcare team including pastoral care during their employment
- Support the Resort Childcare Managers to provide superb varied, age appropriate childcare to our guests
- Manage the resort usage of feedback mechanisms, usually 'TAPESTRY', so a working knowledge of this would be useful
- Working with the Overseas Manager ensure all preseason stocks of resort consumable have been ordered and ensure efficient usage and supply of these goods throughout the season
- Manage, monitor, record and report the cleanliness condition and H & S of playrooms
- Support the Overseas Manager in Transfer Day operations by managing an airport operation
- Work with your team colleagues to ensure that all resort operations occur efficiently with minimum cost
- Maintain and develop working relationships with all our key resort suppliers, ie ski schools and equipment hire shops
- Develop a close working relationship with UK colleagues especially Customer Services and Accounts and respond professionally and promptly to any and all information requests.
- Working with the UK recruitment team source, interview and manage resources throughout the season
- Working with the Overseas Manager manage underperforming staff and undertake disciplinary action if required
- Overseas the completing of all company paperwork including regular H & S checks professionally and clearly Control all your teams working hours and the legal recording of this.
- Uphold the reputation of Ski Famille

Requirements

- Either NVQ Level 3, NNEB, CACHE, BTEC, RGN, RSCN, equivalent qualifications or extensive experience working and managing within a childcare focused environment
- Proven childcare experience and be fully qualified to work with young babies
- Ideally the holder of an industry appropriate First Aid certificate
- Driving experience, ideally of vehicles bigger than cars and 'on the wrong side of the road' Previous experience in distance management of a young team
- Great self-motivation and well developed organisational skills





- Friendly, flexible and enthusiastic
- Able to deliver excellent customer service in all circumstances and to guests of all ages
- An understanding of the differences between adult and child holiday needs
- Knowledge of snow sports is advantageous
- A strong experienced team player
- At least basic French language skills is preferable and would put you ahead of other applicants!
- Availability for the whole season and pre season (October 2020 until April 2021)
- Current Level 2 Food Hygiene Certificate
- We will conduct DBS checks as well as taking up at least two references

We welcome applications from

- UK nationals (pending Brexit negotiations, you may need to apply for a working visa)
- UK/EU Dual passport holders
- Nationalities from one of the 27 EU members
- Other nationalities as long as you will have the right to live and work in France for the upcoming winter season
- Couples or friends

Ski Famille is proud of the number of staff who return year after year. We want to ensure we recruit the best people and support them to make the most of their time in the mountains. We offer you:

- A highly competitive salary plus holiday pay
- Non shared accommodation for the duration of the season
- Lift Pass and ski/board equipment hire
- Company provided vehicle
- Accident and medical insurance
- Return travel from the UK
- Uniform
- Comprehensive paid training in resort
- End of season bonus
- A fantastic opportunity & life experience

If you are hardworking, committed to the high standards we offer our guests and looking for an exciting new career opportunity we would love to hear from you. Apply today by sending your C.V and a covering letter to recruitment@skifamille.co.uk

Please note, we welcome (& actively encourage!) applications from couples or friends for all our roles

Ski* Famille