



Childcare - Role Profile

JOB DESCRIPTION

Ensuring all customers receive the highest level of customer care and service at all times in line with company standards.

Provide care for our smallest customers (6 months – 11 years) while the parents go skiing.

Ensure the children's needs are being met while in your care.

Providing safe and age appropriate activities both inside a chalet and trips out around the resort.

Being a reassuring helping hand to ski school aged children assisting them at their ski lessons.

Being a positive and helpful role-model and representative of the company.

Delivering excellent customer service and constantly striving to exceed the customer's expectations.

Ensuring both parents and children have a fun filled and stress-free holiday.

PERSON PROFILE

You will have enthusiasm, organization, common sense and a fun approach to your working week.

You will have lots of energy with a happy, outgoing personality.

You will need to have a love of children and enjoy working with different children each week.

You will have an eye for detail, ensuring company standards are achieved at all times.

You will be flexible and accommodate your working hours with the needs of the childcare services.

You will be a competent and confident to work in a team and individually to provide children with excellent care.

RESPONSIBILITIES

Providing Childcare

- Working as part of a childcare team to provide excellent childcare
- Maintaining a safe, stimulating and activity packed environment
- Keeping efficient and accurate records of children in your care
- Following individual child/baby routines if necessary
- Making sure children receive healthy snacks, a hot lunch and regular access to drinks whilst in your care.
- Responding appropriately to children's physical needs – changing nappies, toilet training, naps, cleaning faces, wiping runny noses, clothes changes in event of 'accidents'.
- Gaining nervous parents trust immediately and putting them at ease with leaving their children with you, possibly for the first time
- Being confident in liaising with parents and providing feedback on a daily basis
- Being confident with handling difficult behaviour
- Welcoming new families and children at the beginning of the week by providing the correct introductory information and details of how the service operates
- Evening babysitting to children who are staying with Ski Magic

Cleaning & Equipment

- All childcare equipment must be inventoried and checked that it is clean and in a good working condition
- Maintain a clean working area (be it within a chalet) by clearing away snacks/lunches, turning on the dishwasher, wiping down surfaces/tables, sweeping floors and tidying away children's toys and equipment.
- Ensure daily cleaning schedules are upheld and an in-depth weekly clean of all toys and equipment that have been used is carried out.
- Re-ordering any equipment or supplies during the season

Customer Service

- Ensuring all customers (children and parents) receive the highest level of customer care/service at all times in line with company standards.
- Being friendly and available so customers feel happy to approach you to ask any questions or queries.
- Resolving any customer problems in a positive, assertive and happy manner.
- Constantly striving to exceed customers expectations
- Actively promote yourself as a positive role-model for children

Health & Safety

- Monitoring H&S standards in all areas where you will take children to play.
- Ensuring all childcare equipment is clean and in a good working state.
- Ensuring you follow all policies and procedures in regards to child health, accidents, signing in & out, illness and emergencies.

OTHER TASKS:

- Administration – Preparing a weekly shopping list as per the children’s menu and stock needs. Managing a weekly food and cleaning budget. Preparation and presentation of all relevant receipts and paperwork. Ensuring guests pay any outstanding bills before departure. Completion of any and all relevant company documentation.
- Weekly Shop – you may be required to assist with the weekly shop for all food and cleaning materials needed to run your chalet in accordance with the chalet menu and your weekly budget. This will be dependant on childcare numbers and will be on a weekly basis (normally Thursday)
- Staff Meeting - Attend the weekly staff meetings. This is a good opportunity to meet up with the rest of the team, discuss the current week and collect all information concerning the following weeks guest arrival.

Working as part of a small team you will from time to time be required to help out in other areas of the business. This is in order to maintain both our guest expectations and the smooth running of the company.

Please be aware that this role profile is presented only as a guide and the role is not limited to the above description

Competencies and experiences:

- Hold a qualification to NNEB/CACHE/NVQ 3 or equivalent (to work with babies)
- Have at least 2 years paid working experience in a childcare setting (to work with children 4 years +)
- Have at least 6 months’ work experience working with children aged 6 months – 4 years (to work with babies)
- Knowledge of child development and planning age appropriate activities
- Hold a first aid qualification