



Resort Manager

Our Resort Manager is essential to the day-to-day running of our resort operations, working closely with the directors to maintain company standards. First port-of-call for guests during their stay, the Resort Manager is also responsible for managing a team of around 20 (chalet hosts, nannies, ski technicians/drivers) to ensure they have all they need to fulfil their job role.

Job Description

- Assist company directors to deliver pre-season training courses
- Monitor and manage the team performance and rotas, delivering ongoing training and development
- Lead weekly staff meeting
- Monitor and communicate H&S standards
- Ensure chalets are operating in accordance with company standards and procedures
- Stock control and distribution, budgets, shopping and supplier liaison
- Petty cash transactions and accounting
- Organisation of chalet and vehicle maintenance and snow clearing
- Ensure chalet equipment levels are maintained
- Weekly preparation for guest arrivals, transfers, lift passes, ski hire & childcare alongside Administrator
- In-resort guest liaison
- Liaison with local resort services eg. tourist office, lift pass office, ski schools

Competencies and experience:

- Proven team management experience, leadership and motivation skills
- Experience in organising and delivering pre-season and ongoing staff training programs preferred
- Familiarity with computer-based administration programs
- Excellent time management and prioritisation, with the ability to work unsupervised
- Travel industry experience – ideally experience of previous ski seasons with a catered chalet company
- Experience in cooking for groups / at dinner parties is essential
- Experience in dealing with the public in a customer service-oriented environment
- Must be a confident driver with a clean license held for more than 2 years
- French language skills are an advantage, but not essential

Eligibility

All applicants **MUST** be over 21 years of age (for insurance purposes), have held a full EU driving licence for more than two years and be resident and working in the UK with an existing permanent NI number and tax record.

You must be available to have an initial Skype Video call / interview followed by a 2nd stage face-to-face interview.

You must be able to provide a current CRD / DBS check

You **MUST** be available to work for the full length of the contract - with a start date beginning early November and an end date of late April.

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

Qualifications are not vital, but experience and enthusiasm are essential!