

TORFAEN LEISURE TRUST

JOB DESCRIPTION



Position Details	
Position Title: Ski Instructor / Snowboard Instructor	
Salary: £20 per hour	
Section/Unit: Leisure Operations	Location: Pontypool Ski Centre
Responsible To: Ski Centre Manager	Responsible For: No staff responsibility
Date Issued: June 2023	

Job Purpose
To provide skiing / boarding instruction and outstanding customer service.

Principal Accountabilities and Responsibilities
<ul style="list-style-type: none">• Instructing in the full range of lesson programmes.• Conducting oneself in ways which enhance the customer experience.• Patrolling the Ski Slope and promoting safe participation.• Customer equipment set up and returns.• Ambassador and on selling.
Essential Responsibilities <ul style="list-style-type: none">• Provide excellent customer service.• Always Following the Snowsport Code of Conduct.• Understand and applying the emergency procedures of the Ski Centre.• Effective working with colleagues and management.• Instruct Skiing and/or Snowboarding:<ul style="list-style-type: none">➤ Maintain class control and promote safety rules and regulations.➤ Maintain a safe learning environment➤ Assess students' abilities and use appropriate terrain.➤ Tailor each lesson-based students' goals needs.➤ Demonstrate basic manoeuvres for your learners.➤ Provide a fun and interactive learning environment.➤ Recognise changing slope conditions and understand how they may affect you approach.

Resources/Equipment/Material

To be responsible for the safe operation of equipment within the Ski Centre

Supervision/Management of People

Responsible for the supervision of customers using the Ski Centre's facilities, including the ski chalet, lift and slope.

Knowledge, Skills, Training and Experience

Previous experience in a Snowsports / Leisure / Fitness or similar environment.

Special Working Conditions

The post may require working evenings, weekends and bank holidays according to rota arrangements

General

To observe confidentiality in all aspects of work and to comply with the eight data protection principles which are contained within the Data Protection Act

To demonstrate a willingness to undertake training development and learning opportunities to improve skills

Comply with and support others to observe Health and Safety Act 1974 procedures and processes

To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices

To accept that this job description may be periodically subject to review

To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment

PERSON SPECIFICATION

Please note you will need to meet the essential criterion to be invited for interview.



Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
1. Education/Qualifications/Knowledge			
1.1 Current Snowsport UK, BASI, CSIA or equivalent instructor certification.	Essential		Application Form
1.2 First Aid qualification.	Essential		Application Form
1.3 Basic Understanding of Health and Safety.	Essential		Interview
2. Experience			
2.1 Instructing skiing / boarding.	Essential		Application Form
3. Skills and Abilities			
3.1 Interpersonal skills.	Essential		Interview
3.2 Communication with Customers & Colleagues.	Essential		Interview
3.3 Customer Service.	Essential		Interview
4. Personal Attributes			
4.1 Flexible approach to work.	Essential		Interview
4.2 Able to work on own initiative.	Essential		Interview
4.3 Self-motivated and enthusiastic.	Essential		Interview
4.4 Effectively working with colleagues.	Essential		Interview
Total Short Listing Score			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria