

TORFAEN LEISURE TRUST

JOB DESCRIPTION



Position Details	
Position Title: Ski Centre Operations Assistant	
Salary: National Minimum Wage	
Section/Unit: Leisure Operations	Location: Pontypool Ski Centre
Responsible To: Ski Centre Manager	Responsible For: Facility Operations
Date Issued: June 23	

Job Purpose
<p>The post holder will be responsible for duties which contribute to the effective operations of the Ski Centre.</p> <p>Candidates are not required to be able to ski or board to fulfil the role.</p> <p>Suitable for someone who is interested in becoming a ski / board instructor and / or a facility operator, although neither of these are mandatory. It will also suit someone who does not want to ski or board but instead become more experienced and qualified in facility management and customer service.</p> <p>On the job training is provided which will lead into qualifications in instructing snowsports, customer service and facility operations. There will be pathways for suitable candidates to progress to become Duty Managers and Snowsports Instructors if candidates wish.</p>

Role & Responsibilities
<p>This position involves working in a small team of people responsible for the upkeep and effective operations of the Ski Centre, the direct line manager being the Ski Centre Manager. Specific duties include:</p> <ul style="list-style-type: none">• Greeting and checking in customers.• Operating the online booking system.• On selling to customers.• Assist in running special events.• Setting up and issuing skiing and boarding equipment.• Assisting customers to put on and take off equipment.• Maintenance of skiing / boarding equipment• Building maintenance - both internal & external.

- Upkeep and basic repairs to the ski lift and matting.
- Maintaining grounds and garden.
- To participate in on-the-job training sessions.
- To undertake other reasonable duties as specified by the line manager.

Resources/Equipment/Material

Able and motivated to use all equipment and tools safely, for their designed purpose, cleaned and then stored in their designated place, ready for future use.

If broken and in need of repair tools are placed in the designated place for repairs and keep records of equipment repairs and replacement.

Supervision/Management of People

Working as a valued, versatile, resourceful and considerate team member.

Special Working Conditions

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

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			
1.1 Academic.	Desirable		Application Form
1.2 Vocational.	Desirable		Application Form
1.3 Coaching.	Desirable		Application Form
2 Experience			
2.1 Facility operations, building and equipment maintenance.	Desirable		Application Form & Interview
2.2 Sports coaching.	Desirable		Application Form & Interview
2.3 Working in a Team.	Desirable		Application Form & Interview
2.4 Tasks including use of basic tools, small repairs to building and equipment.	Desirable		Application Form / Interview
2.5 Keeping records, inventories, stocktaking and use of booking systems.	Desirable		Interview
3 Skills and Abilities			
3.1 Interpersonal Skills.	Essential		Interview
3.2 Basic computer skills.	Essential		Application Form
3.3 Able to see tasks to completion.	Essential		Interview
3.4 Able to interact with Customers.	Essential		Interview
3.5 Good time keeping.	Essential		Interview
4 Personal Attributes			
4.1 Flexible approach to work hours.	Essential		Interview
4.2 Able to exercise own initiative.	Essential		Interview
4.3 Motivated, enthusiastic and honest.	Essential		Interview
4.4 Tolerant Team Player.	Essential		Interview
4.5 Positive, solutions-based attitude.	Essential		Interview
4.6 Sound communication skills.	Essential		Interview
4.7 Good listener & willingness to learn.	Essential		Interview
5 Knowledge			
5.1 Facility Operations.	Desirable		Interview
5.2 Snowsports.	Desirable		Interview
5.3 Customer Service.	Desirable		Interview