

TORFAEN LEISURE TRUST

JOB DESCRIPTION

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| **Position Details** | |
| **Position Title:** Ski Instructor / Snowboard Instructor | |
| **Salary:** £20 per hour | |
| **Section/Unit:** Leisure Operations | **Location:** Pontypool Ski Centre |
| **Responsible To:** Centre Manager | **Responsible For:** No staff responsibility |
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| **Date Issued:** Feb 2025 |  |

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

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| **Principal Accountabilities and Responsibilities** |
| * 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**   * 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: * 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. |

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| **Resources/Equipment/Material** |
| To be responsible for the safe operation of equipment within the Ski Centre |

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| **Supervision/Management of People** |
| Responsible for the supervision of customers using the Ski Centre’s facilities, including the ski chalet, lift and slope. |

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| **Knowledge, Skills, Training and Experience** |
| Previous experience in a Snowsports / Leisure / Fitness or similar environment. |

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| **Special Working Conditions** |
| The post may require working evenings, weekends and bank holidays according to rota arrangements |

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| **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.

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| **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