



Resort Manager Role Profile

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 15 (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 vehicle insurance purposes), have held a full EU driving licence for more than two years
- We are welcoming applications for the 2021-2022 ski season from EU passport holders. For non- EU passport holders, the current agreement to work in France requires you to hold a valid carte de séjour/working holiday visa.
- 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.