



person specification

Placement title: Ski Representative

Reports to: Ski Operations Manager

Placement purpose:

To deliver a safe, engaging, and fun customer experience. As the Ski Representative you are instrumental in making a PGL ski trip memorable. You will be responsible for ensuring the smooth running of all operational aspects of the Group's tour arrangements whilst in resort.

Key responsibilities:

1. To oversee with the Party Leader, all aspects of a successful trip

- Liaise with the Party Leader on a daily basis to confirm that they are happy with all aspects of the trip.
- Familiarise yourself with the group information prior to departure.
- On arrival check the rooming allocations, settle guests into accommodation, carry out any necessary health and safety checks.
- Communicate all relevant health and safety information including the fire drill procedure to guests on the first evening.
- Communicate the daily programme of events to the group.
- Provide a full programme of evening entertainment for the group. This is normally a mixture of 'in-house' and external events which you will run and co-ordinate.
- Liaise with the coach drivers regarding their timetable for the week.
- Collect lift passes for the group in conjunction with the Party Leader.
- Determine the groups objectives and communicate regularly throughout the trip to ensure these are being achieved.
- Ensure any issues which arise are resolved as soon as possible in resort.

2. To Liaise and maintain good relationships with external suppliers in resort

- Liaise with the Hotelier about meal time arrangements, dietary requirements, rooming, general use of the hotel facilities for your group and any other relevant issues.
- Organise and supervise the ski-fit for the group and oversee equipment changes throughout the week.
- Liaise with the local ski school regarding lesson times, meeting points and ski awards.
- Observe the ski instruction delivered to guests, ensuring that ratios are adhered to and monitor the quality of instruction.
- Book, confirm and liaise with any external evening entertainment venues.

3. To adhere to all health and safety standards required

- Complete accident and incident forms and other Health and Safety paperwork relating to the group.
- Assist the Party Leader in dealing with accidents or incidents and hospital visits etc.
- Complete and return all paperwork relating to your trip to the Ski Department after your trip.
- Raise any concerns with your area contact in a timely manner.



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Key competencies:

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience	Customer Focus
Identifies and seeks to understand customer requirements	Customer Focus
Works to create and maintain a culture of mutual support	Team Working
Communicates appropriate and effectively with others	Communication
Accepts responsibility and accountability for own performance + areas of responsibility	Delivering Results
Adopts a positive attitude to change and recognises that change is necessary	Managing Change
Takes responsibility for own health and wellbeing	Managing Self
Is aware of impact of own behaviour on others	Managing Self
Acts in a manner that supports the values of the organisation and benefits our reputation	Commitment & Values
Demonstrates commitment to the vision, values, and mission of the organisation	Commitment & Values

Relevant experience:

	Essential	Desirable
Experience of working with groups of children and young adults	✓	
Experience of working with groups of children and young adults in a residential environment		✓
Experience of skiing or snowboarding on snow in a European ski resort	✓	

Relevant skills:

	Essential	Desirable
Ability to work alone using own initiative	✓	
Ability problem solve and make decisions when required	✓	
Good organisational skills	✓	
Ability to accurately and efficiently complete required paperwork	✓	
Good conversational German, Italian or French		✓

Additional Information:

Right to Amend The company reserves the right to amend the person specification in consultation with the colleague to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, we will need to have received two satisfactory references prior to starting any role.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.