**Ski Instructor (ASSI Level 2) - Job Description**

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| 1. | **Job Purpose**  To undertake instructing as & when required, mainly evenings and weekends, instructing a wide range of ages and abilities to advanced parallel turns.  To instruct and control public activities, as dictated by customer demand up to the standard of advanced parallel turns. |
| 2. | **Major Tasks**  To provide slope supervision/instruction ensuring safe use of the slope, assisting skiers in difficulty and ensuring First Aid is given where necessary.  To undertake appropriate training as required ensuring safety of customers.  Advise customers and assist in the use of equipment. Assist with kitting out of own group and taking kit back in and ensure all equipment issued to customers is adjusted correctly.  Actively promote & monitor the safe & enjoyable use of the facility for customers in accordance with customer care policy.  To deal courteously, efficiently & effectively with all customer needs, complaints, accidents & defects as they arise and complete all relevant forms.  Assist in emergency situations as defined in Emergency Action Plan  Compliance with all Health & Safety procedures.  Ensure attendance on relevant training & re-training courses and team meetings.  Ensure all machinery is operated correctly & with in Health & Safety guidelines as set within Centre’s Normal Operating Procedures |
| 3. | **Contacts**  Regular contact will be made with customers, community groups and other public sector organisations giving information and dealing with queries.  The post holder is expected to report to the duty officer on shift cooperating on operations and centre bookings.  The post holder is expected to attend quarterly meetings throughout the year.  The post holder is expected to attend training sessions throughout the year making contact with the training assessor. |
| 4. | **Creative work**  The post holder will adapt their instructing techniques to meet the requirements of the clientele. The ability to encourage continued custom is an essential part of the role.  The post holder is required to complete a range of written statements complying with health and safety guidelines, policies and procedures.  The post holder will be expected to have pre-prepared lesson plans in order to organise and deliver lessons to the standards set by Snowsport England overseeing lesson plans created by level 1 qualified instructors. |
| 5. | **Decisions made**  The post holder will make daily decisions in respect of the safe and effective planning and delivery of all classes they instruct.  The post holder will be required to use their own initiative in solving problems and refer complex issues to the duty officer or Manager where appropriate. |
| 6. | **Supervisory responsibility**  Instructors will be expected on occasions to supervise volunteers or instructors who are completing their compulsory supervised hours or progressing through their higher qualifications.  Instructors will be responsible for the individuals and groups they instruct ensuring responsibility is taken for the customers safety and well being throughout the session whilst at the centre. |
| 7. | **Supervision received**  The post holder will be expected to attend instructor training as and when required to ensure they deliver the standards set by the centre and national governing bodies.  The post holder is responsible to the duty officer by whom advice and guidance will be given relating to the operations of the centre. |
| 8. | **Complexity**  The post holder will be required to react appropriately to events and an environment that changes daily  The post holder will be expected to deliver on a range of ability levels within the limits of their qualification. Communication across a range of age groups and groups sizes will be required, the ability to adapt teaching to the customers needs is essential.  The post holder will be required to mentor and guide instructors/volunteers as they progress through training to higher qualifications.  The post holder will be required to develop intermediate to advanced ability levels. Identifying fundamental components of good skiing techniques.  The post holder will be expected to ensure the facility is clean, tidy and report defects to the duty officer immediately. The post holder will be expected to assist in the issue/collection of ski or snowboard equipment to customers providing advice and guidance where necessary.  Due to the nature of the duties to be undertaken and constant contact with members of the public, the post holder, on occasion, be subject to physical and verbal abuse. The post holder will display a calm and caring attitude at all times |

**Person Specification**

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| Criteria | Standard |
| Qualifications | * Qualified Ski Instructor (ASSI Level 2 / BASI level 2 award) * First Aid at Work Certificate (Desirable) |
| Knowledge | * Current Health & Safety Legislation * Snowsport England * Issuing ski/snowboard equipment * Dry ski slopes and Poma lift operations |
| Skills | * Ability to communicate effectively with internal colleagues, senior managers, employees, and community users. * Ability to identify and address customer development needs * Ability to instruct ski or snowboard at a level 2 standard |
| Experience | * Significant experience of ski instructing across a range of levels and abilities * Significant experience of skiing on snow and artificial surfaces |
| Personal style and behaviours | * Develops good relationships with others by behaving with integrity, treating people with respect and leading by example * Has excellent interpersonal and customer communication skills * The post holder will be required to wear the uniform provided. * The post holder will be in contact with members of the public and may on occasions be required to deal with difficult situations. The post holder will display calm and caring attitude at all times. |

***Notes – this should be no more than one page in length so should focus on what is essential to perform the job. It must also be consistent with the job description.***

***We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage.  This person-specification includes what we believe are fully justifiable essential and desirable selection criteria.  Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.***