

ESPRIT HOLIDAYS - JOB DESCRIPTION

Position: HEAD SNOW RANGER
Location: Within the overseas programme as stated on your covering letter
Report to: Resort Child Care Manager

As Head Snow Ranger you will provide care for Nursery Children and Snow Club children, ensure the smooth running of the Nursery and Snow Club, and provide Child Care information to parents. You will take children to and from the Ski School and ensure the high standards the company expects are maintained.

Your responsibilities and duties:

Pre-Season

- Attend the pre-season training course.
- Assist with cleaning and preparation of Nursery and Snow Club rooms.
- Assist with the collation of the inventories of Nursery and Snow Club equipment and materials.
- Ensure that the Snow Club is a clean, hygienic and safe environment for children and that the necessary Health and Safety checks have been made, and any action needed has been taken.
- Ensure that the Snow Club is a welcoming and warm environment for the children's arrival.

During the season

Nursery, Snow Club and Cocoa Club

- As part of the Child Care team you are responsible for giving and maintaining first class Child Care to Esprit children.
- You will be involved in planning an exciting and stimulating weekly activity plan.
- You will ensure the team carry out the weekly activity plan.
- You will maintain the high standard expected from Esprit Child Care as dictated in the Child Care Manual.
- Ensure all Snow Rangers are setting up activities and cleaning down the Snow Club daily to the standard we expect.
- Ensure that all children's ski equipment is stored correctly.
- Ensure that the Snow Club room is bright, colourful and inviting at all times.
- All wall decorations are to be kept looking smart and replaced if necessary through the season.
- Lead and plan the weekly medal ceremony with the Resort Child Care Manager ensuring that a small show for the parents of the Snow Club children is provided and that every Snow Club child receives a suitable certificate.
- You will be the primary worker for the children in your appointed Chalet/ s each week. This role involves taking a more active part with that children's paperwork and informing parents of any events that may have arisen each day. If they have any questions or enquires. You will need to make yourself aware of what your children have been doing when you are not on duty, via Snow Club or Nursery paperwork.
- You need to ensure that all staff in the Snow Club are maintaining their primary worker role to the guests' and your satisfaction.

Take-to (Ski School)

- Ensure that children and equipment are escorted to and from ski school in a safe and timely manner.
- Staff working with the Spritelet and Beginner groups on the nursery slopes will stay and assist during the ski lesson offering non-teaching help.
- Staff escorting the more advanced groups will sign the children over to their ski instructor and return for them at the end of the lesson.
- Ensure all of the team are carrying out take to in a safe and timely manner.

Providing Child Care information to parents

- You will attend the weekly welcome meeting and provide information to parents about the Child Care programme and procedures.
- Answer guest questions and provide information on the running of Nursery and Snow Club.
- You will need to do regular evening visits to the Chalet or Chalet Hotels where the Snow Club children are staying and ensure that the parents are happy with the Nursery care we are providing.

- At the end of the week you need to be present and take part in the medal ceremony.

Supervision of Lunch and High Tea

- During the course of the day lunch will be provided for the children either in one of our Chalets or Chalet Hotels or a mountain restaurant. You will accompany the children to lunch, and assist the children if needed. Food is prepared and cooked by Chalet staff but you will be required to help clear the tables and floor when the meal is over.
- High Tea is served to the children in their own chalets after the day's activities and you will supervise the meal and the children until the parents return.
- Ensure the lunch and high tea menus are adhered to daily and inform the Resort Child Care Manager and the Resort/Chalet Manager if there are any problems.
- Ensure the catering team follows any allergies or specific dietary needs and that the allergy charts are present and correct.

Health and Safety

- Nurseries, Snow Clubs and Cocoa Clubs require regular safety checks. All toys need to be checked regularly for breakages or general wear and tear that may affect the safety of the children and staff using them.
- If during your safety checks or through the daily running of the nursery you discover anything that needs to be removed or repaired you must remove it and report it to your Resort Child Care Manager.
- Effective safe transport of Esprit Children to and from planned activities will need to be organised.
- A risk assessment of planned activities must be undertaken and measures put in place to minimise any risks before the first guests arrive.

Paperwork

- Maintain 'due diligence records' for any safety checks or risk assessments made within the Child Care setting.
- You are to ensure that all Child Care paperwork is completed correctly and on time e.g. children's diaries, registers and accident forms.
- Collate information from Child Care paperwork and pass information on to the Resort Child Care Manager at a weekly meeting.

Airport

- You may be required to staff the Esprit airport playroom. This is done on a rota and involves offering and taking part in activities with the Esprit children.
- You may also be required to help out on airport transfers offering help and information to guests.

Baby listening and Cocoa Club

- Esprit offers its guests in Chalet Hotels and larger Chalet properties a free baby listening patrol each evening whilst adult dinner is served these shifts will be allocated on a rota and will make up part of your working week.
- On Chalet/Hotel staffs day off we offer a baby listening service so that our adult guests' can dine out for the evening this is also done on a rota.
- Esprit offers Mini Cocoa Club, Cocoa Club and Cocoa Club + (in some resorts). These clubs are designed for the children who are not quite ready for bed. You will be required to work in these clubs on a rota.

Flexibility

- As a vital part of a large resort team you need to be flexible and willing to work in the Snow Club and take on the role of Snow Ranger when required as well as other duties deemed suitable by the Resort Management.

Supervision of Snow Club Staff

- Supervision of Snow Rangers' time keeping, ensure lateness is reported to the Resort Child Care Manager.
- Ensure all team members are dressed in the appropriate uniform at all times when on duty.
- Deal with any minor disciplinary procedures involved with time keeping and presentation of Snow Rangers.

Post Season

- Assist with cleaning and close down of Nursery and Snow Club rooms.
- Assist with the cleaning of Nursery and Snow Club equipment and materials. Make sure everything is checked and an inventory made ready for shipping to the relevant storage facility.
- Ensure staff uniforms are handed back clean and inventoried.
- Assist with the closedown of resort as directed by the Resort Management team.