

ESPRIT HOLIDAYS - JOB DESCRIPTION

Position: SENIOR CHILD CARE MANAGER
Location: Within the overseas programme as stated in your covering letter
Reports to: Resort Manager and Area Child Care Manager

As Senior Child Care Manager you will oversee the operational and guest related aspects of Child Care in resort. You will supervise and organise all Child Care staff, ensuring the high standards the company expects are maintained. You will also oversee and support your designated Resort Child Care Manager/s with the day to day running of the child care, quality control of the Child Care programme and provide pastoral care.

Your responsibilities and duties:

Pre-Season:

- Assist with the pre-season management training course.
- Assist the Senior Management Team with training of staff at the Child Care training.
- Organise and supervise the cleaning and preparation of Nursery and Snow Club rooms.
- Produce detailed inventories of Nursery and Snow Club equipment and materials.
- Produce Health & Safety, Fire & Hygiene reports for Nursery and Snow Club rooms.
- Ensure there are sufficient well-stocked First Aid boxes for all child care activities.
- Install Kitchen communication books in all locations for Snow Club and Nursery lunches.
- Set up and practice an effective and safe system for transporting children to and from their ski school and accommodation.
- Organise effective safe storage and transport of Esprit children's ski equipment.
- Complete a brochure accuracy report and submit to the Resort Manager.
- Ensure that all your staff have the correct uniform and inform the Resort Manager if any additional items are required.
- Build relationships with local suppliers e.g. Ski School and Ski Hire.

During the season:

Management of Resort Child Care Staff

- You will be expected to lead by example both in and out of the work place.
- The management of staff issues such as rotas and staff illness within Child Care are your responsibility.
- The weekly meeting of the Child Care team will be chaired by you to ensure any issues are dealt with quickly and effectively, giving your staff the opportunity to voice any ideas or grievances.
- Ensure staff wear the correct uniform at all times and are clean smart and tidy.
- Attend staff disciplinary hearings when required.
- Allocation of primary worker to each Nursery or Snow Club child as a primary contact for parents.
- Some staff may need your support throughout the season so pastoral care will need to be given. You will need to liaise with your Resort Manager and Area Child Care Manager to ensure that your staff are enthusiastic and flexible members of the resort team.

Staff Training

- Give and monitor staff training in resort during the season to current employees and ensure that all new employees complete the in house training packs.
- Record any staff training undertaken during the season.
- Ensure that all Child Care staff have a satisfactory CRB check.

Health and Safety

- A risk assessment of planned activities must be undertaken and measures put in place to minimise these risks before the guests arrive of every area where the children will play and/or walk.
- Staff practices and systems for transporting children to and from their ski school need to be monitored to ensure they are effective and safe.
- Nurseries, Snow Clubs and Cocoa Clubs require regular safety checks throughout the season. All toys need to be checked on a regular basis for breakages or general wear and tear that will affect the safety of the children and staff using them.
- Monitor expiry dates and rotation of all baby food jars.

Reports and other paperwork

- Ensure that all Child Care paperwork is completed correctly and on time e.g. Children's diaries, accident forms and consent forms.
- Management of inventory and stock control of all Child Care equipment in resort ensuring these records are kept up to date throughout the season.
- Produce a weekly report for the Area Child Care Manager and guest relations in the UK to include any issues that have arisen during the week.
- Maintain 'due diligence records' for any safety checks or risk assessments within the Child Care setting.
- Draw up the weekly rota for Nannies and Snow Rangers ensuring Esprit ratios are maintained, A copy of this rota must be made available to staff and one sent to the Area Child Care Manager.
- Organise an exciting and stimulating activity plan based around a weekly theme.
- Liaise with your Resort Manager and Area Child Care Manager in the completion of pre season, mid season and end of season staff appraisals.

Snow Club, Nursery and Cocoa Club

- Through regular visits during the week you will maintain the high standard expected from Esprit Nurseries, Snow Clubs and Cocoa Club as dictated in the Child Care Manual, providing ideas to improve procedures and routines in resorts.
- Feedback from guests will be given to your Area Child Care Manager and your Resort Staff.
- Ensure Snow Club lunches and High Teas are staffed and children's menu is adhered to; also ensure fresh pureed food is offered at each meal for small babies.
- You may be required to organise and implement an Après Ski programme for Esprit children, ensuring that all activities are risk assessed and have been authorised by the General Manager.

Welcome meetings and guest liaising

- During the weekly welcome meeting you will ensure guests are fully aware of the Child Care programme and procedures. You will be required to produce a smartly presented notice board and keep information books up to date.
- Make chalet visits during the week and eat with guests regularly to build a rapport with parents.
- Collect and input all ad-hoc Child Care sales and be able to account for all company monies.
- Responding to or dealing with guest problems within the Child Care setting either in resort or from the UK is an important part of your role. Written reports may be requested for certain problems that arise.

Airport

- Supervise the airport playroom this will involve informing Child Care staff of their responsibilities. Ensure activities and equipment are in good order.
- Assist with coach transfers to and from the airport offering guests information and help.

Flexibility

- You must be flexible and able to work within Nursery and Snow Club.
- Cover baby listening and Cocoa Club duties when required.
- Any other duties requested by senior staff members.

Senior Child Care Managers additional duties

- Visit allocated resort/s on regular basis.
- Visits should be completed in a formal manner, making time to see Child Care operations and rooms.
- Meeting with resort management team.
- Meet with suppliers and discuss Child Care requirements.
- Visits need to be planned so through out the season every area of the Child Care programme is observed.
- Visit Feedback forms should be completed and communicated to your Area Manager.
- Ensure all resort Child Care paperwork is completed on time.

Post season:

- Organise and oversee the cleaning and close down of Nursery and Snow Club rooms.
- Assist the Resort Manager with the handover of staff accommodation.
- Ensure staff uniforms are handed back clean and inventoried. Staff clearance forms must be completed and signed.

- All Child Care paperwork is to be cross-referenced, collated and sent to the Area Child Care Manager.
- Complete end of season Child Care report.
- Nursery and Snow Club equipment is cleaned checked and an inventory made ready for shipping to the relevant storage facility.
- Liaise with your Resort Manager and Area Child Care Manager in the completion of end of season staff appraisal forms.
- Consult with staff completing another season and promote the company.
- Hand out and collect staff conversion forms.