



ROLE PROFILE

JOB TITLE:	35. Apprentice Instructor
DEPARTMENT:	Alpine Elements – Waterfront
LOCATION:	Ocean Elements - Greece
RECRUITING MANAGER:	HR & Recruitment Team

Company Overview:

Alpine Elements Ltd is a medium sized tour operator specialising in ski and summer beach & alpine activity holidays operating throughout France, Greece and St.Anton, Austria, with their sister company iGO SKI offering short ski breaks. We employ up to 200 overseas, seasonal staff, in addition to a permanent head office team, working all year round to deliver the best product for our clients and support for our employees.

Job Description:

Reporting to the Beach Senior you will assist with teaching the RYA syllabus. As an Apprentice Instructor you will be responsible for providing support to instructors teaching sessions as well as providing excellent customer service to our guests within the resort and ensuring they are comfortable and feeling confident with the correct equipment for their chosen activity. Although it is likely you will not be a qualified instructor yourself you will play a crucial part in a hands on dynamic team, assisting the water sports instructors and guests as required. This role gives you excellent opportunity to further establish your customer service skills and develop relationships with our guests. You could be the friendly helpful face they look to when requiring assistance. Within our program we encourage and support our staff with their development and training, and there is every opportunity within this position to gain further qualifications whilst on the placement.....and develop your career to become a fully qualified Watersports Instructor.

What you will be doing:

Customer Focus

- Interacting with all guests in a professional yet relaxed fashion

Operational

- Opening and securing all beach equipment, including lifting and moving equipment and security cages
- Preparing equipment for tuition, including lifting and moving equipment ready for launching

- Routine maintenance checks on all equipment and completion of maintenance records
- Carrying out monthly stock takes
- Assisting other departments as per operational needs

Key Relationships:

- **Internal:** Customers, Beach Senior, Activities Supervisor, Activities Manager, Childcare staff
- **External:** Suppliers, local authorities, hotel management

What we're looking for:

Each of the criteria below is rated as Essential (E), Highly Desirable (HD) or Desirable (D). We place considerable emphasis on your Personal Qualities as the training and support we provide can often strengthen any weaknesses that exist in other areas.

Personal Qualities

- Ability to work to challenging and often changing deadlines (E)
- Strong social/People skills/Cheerful/Outgoing (E)
- Motivated/Passionate / Enthusiastic (E)
- Ability to work alone and as part of a team (E)
- Ability to cope under pressure (E)
- Willingness to work hard / long hours (E)
- Adaptable / Flexible Attitude (E)
- Honest and Trustworthy (E)
- Professional and Reliable (E)

Skills & Ability

- Customer Service (E)
- Communication Skills (E)
- Problem Solving & Complaint Handling (E)
- Planning / Organisational (E)
- Literate/Numerate (E)
- Spoken English to Conversational Level (E)
- IT, Admin & Social Media (HD)
- Sales Experience (HD)

Qualifications

It is essential that you have the following qualifications:

- First Aid (valid for a minimum of 6 months from posting date)
- RYA Windsurfing Scheme Intermediate Non-Planing **AND/OR** RYA Sailing Scheme Advanced Modules

It is highly desirable that you possess one or more of the following qualifications:

- RYA Assistant Instructor
- RYA Powerboat Level 2
- Safety Boat Certificate
- BCU Kayak Instructor
- SUP Instructor

Experience

- Relevant / Transferable Work Experience (E)

- Seasonal overseas experience gained within Beach or Ski Tour Operator (HD)