



ROLE PROFILE

JOB TITLE:	26. Kids Club Activity Leader
DEPARTMENT:	Alpine Elements - Childcare
LOCATION:	France & 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:

Dependant on location you will report to the Activities Manager or the Childcare Manager where you will assist with the overall smooth running of the Childcare program 5-6 days a week. You will be responsible for the safe and effective deliverance of the various Kids Clubs that we operate across our programs which encompass children of ages 4-7 and ages 8-12. Creating new, fun and *kerr-azy* activities you will ensure that all children are comfortable in their surroundings and enjoy their holiday. All activities will be age appropriate and suited to parents when applicable. Typically your day will be from 8am – 6pm with a break in the middle of the day where the children will re-join their parents for lunch, however you will run an evening activity 1-2 nights a week.

Key Accountabilities & Responsibilities:

Customer Focus

- Interacting with all guests in a professional yet relaxed fashion both during the day and evening
- Represent the company in a professional, well presented manner at all times and in compliance with the company uniform policy
- Deliver the Child Care section of the welcome meeting to promote childcare activities to all guests
- Upsell in-resort extras e.g. Excursions, Junior Squad

Operational

- Plan, organise & provide an engaging, inclusive and exciting range of activities for Kids Clubs – lawn games, arts & crafts, pool activities, bike rides, kayaking, sailing, windsurfing

- Carry out all activities in a safe manner with regard to children's learning and welfare needs
- Ensure children have adequate shade, water breaks and sunscreen
- Run evening social events for Kids Club members
- Arrange prizes/certificates and awards for the children at the end of their week
- Ensure children are signed in and out of your care by parent/guardian
- Attending daily staff meeting to discuss activity plans and duties for the day
- Ensure all children are registered including; special diet, allergies, care needs are recorded, monitored & delivered appropriately
- Carrying out first aid and completing accident forms as necessary
- Attend & socialise with children & guests at Welcome Meals/Theme Nights/BBQs
- Complete health & safety and risk assessment for your designated childcare facilities and activities
- Carrying out monthly stock takes, weekly deep clean of activity equipment & childcare facilities
- Archiving all relevant childcare paperwork on a weekly basis
- Assisting other departments as per operational needs

Key Relationships:

- **Internal:** Customers and their children, Childcare Manager, Activities Manager, Hotel Manager, General Staff
- **External:** Suppliers, property owners

Person Specification (assessed via application, assessment centre or interview as appropriate):

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

- Strong social/people skills/Cheerful/Outgoing (E)
- Highly Motivated (E)
- 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)

Skills & Ability

- Strong *Open Water* Swimming Ability (E)
- Ability to run active and engaging activities (E)
- Customer Service (E)
- Communication Skills (E)
- Problem Solving & Complaint Handling (E)
- Sales Experience (E)
- Planning/Organisational (E)
- Literate and numerate (E)

- IT, Admin & Social Media (E)
- Prior experience of sailing, windsurfing and paddlesports (HD)
- Conversational French / Greek (D)

Qualifications

- NVQ Level 2 **OR** BTEC **OR** Early Years (D)
- Paediatric First Aid (D)

Experience

- Relevant / Transferable Work Experience (E)
- Secure Cash Handling Experience (HD)
- Seasonal overseas experience with an Overseas Tour Operator (HD)