



JOB DESCRIPTION

Position: RESORT CHILDCARE MANAGER
Location: Within the overseas programme as stated in your covering letter
Reports to: Area Childcare Manager

As Resort Childcare Manager you will oversee the operational and guest related aspects of Esprit childcare in resort. You will supervise and organise all childcare staff, ensuring the high standards the company expects are maintained. You will have full responsibility for ensuring that all company policies and procedures are adhered to and monitored regularly.

Your responsibilities and duties:

Pre-Season

- Attend the pre-season management training course.
- Assist the Senior Management Team with training of staff at childcare 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 childcare activities.
- Set up and practice an effective and safe system for transporting children to and from their ski school & chalet/hotel.
- Organise effective safe storage and transport of Esprit children's ski equipment.
- Ensure that all your staff have the correct uniform and inform your line manager if any additional items are required.
- Build relationships with local suppliers e.g. Ski School and Ski Hire.
- Assist Resort/Hotel manager with setting up resort and procedures for the season.

During the season

Management of Resort Childcare Staff

- Fully adhere to and support all company policies & procedures.
- You will be expected to lead by example both in and out of the work place.
- Take full responsibility for the management of staff issues such as rotas and staff illness within child care
- The weekly meeting of the childcare 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/Hotel Manager and Area Childcare Manager to ensure that your staff are enthusiastic and flexible members of the resort team.
- Perform regular staff accommodation checks to ensure standards of hygiene and cleanliness are being maintained.

Staff Training

- Deliver and monitor staff training in resort, during the season to current employees and ensure that all new employees fully complete in-season training.
- Record any staff training undertaken during the season.
- Ensure that all Childcare staff have a satisfactory DBS check, if this is not the case no unchecked staff member should work alone with children.
- Conduct job performance appraisal meetings with each member of your team twice during the season. Ensuring objectives are set and support provided to enable staff development/progression.

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.

Reports and other paper work

- Ensure that all childcare paperwork is completed correctly and on time e.g. Children's diaries, consent forms etc
- Management of inventory and stock control of all childcare equipment in resort ensuring these records are kept up to date throughout the season.
- Produce a weekly report for the Area Childcare 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 Childcare 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 Childcare Manager.
- Organise an exciting and stimulating activity plan based around a weekly theme.
- Liaise with your Area Childcare Manager in the completion of staff Job Performance Assessments.
- Recording and processing of weekly sales.
- Carry out weekly checks of staff accommodation with other resort management.

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 Childcare Manual, providing ideas to improve procedures and routines in resorts.
- Feedback from guests will be given to your Area Childcare Manager and you're Resort Staff.
- Ensure children's meal times are staffed and menu's adhered to. Ensure fresh purees are offered at each meal for small babies.
- You may be required to organise and implement Après Ski activities for Esprit children. Including Sprite Night and Sprite Morning.

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 guest visits during the week and eat with guests regularly to build a rapport with parents.
- Collect and input all ad-hoc childcare sales and be able to account for all company monies.
- Responding to or dealing with guest problems within the childcare 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.
- Chair a weekly team meeting to provide feedback, information and deal with any staff issues that may arise.

Flexibility

- You must be flexible and able to work within Nursery and Snow Club.
- Cover baby listening and Cocoa Club duties when required.
- Fully support your Hotel/Resort Managers whenever needed.
- Work professionally with all other resort/hotel staff.

Post season

- Organise and oversee the cleaning and close down of Nursery and Snow Club rooms.
- Assist the Resort/Hotel 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 Childcare 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.
- Consult with staff completing another season and promote the company.

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