

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Our vision is 'creating amazing holiday experiences to be proud of'.

Your job will be: Resort Childcare Manager

Your Manager will be: Area Childcare Manager

What you will be doing

- Assisting the Senior Management Team with training of staff at childcare training
- Organising and supervising the cleaning and preparation of Nursery and Snow Club rooms
- Producing detailed inventories of Nursery and Snow Club equipment and materials
- Producing Health & Safety, Fire & Hygiene reports for Nursery and Snow Club rooms
- Setting up and practice an effective safe system for transporting children to/from their ski lessons & chalet/hotel
- Building external relationships with local suppliers e.g. Ski School, Ski Hire shops etc.
- Assisting Resort/Hotel Manager with setting up resort and agree procedures for season
- Fully adhering to and supporting all company policies & procedures and best practises
- Taking full responsibility for the management of staff issues such as staff rotas, staff illness
- Leading a weekly staff meeting to cover all aspects of childcare services & operations to include guest feedback scores, weekly sales, targets, next weekly arrivals etc.
- Ensuring all your team wear their uniform correctly at all times and is clean, smart and tidy
- Attending and assisting with any HR staff disciplinary hearings as/when required
- Performing regular staff accommodation checks to ensure standards of hygiene and cleanliness are being maintained
- Delivering and monitoring staff training in resort, during the season to current employees and ensuring that all new employees fully complete in-resort training
- Completing all relevant childcare risk assessments within resort
- Ensuring all childcare paperwork is completed accurately and timely
- Managing the inventory and stock control of all childcare equipment in resort ensuring these records are kept up-to-date throughout the season and request new supplies accordingly
- Devising weekly staff rota for the entire childcare team
- Recording and processing the weekly sales figures and reporting these to Line Manager
- Ensuring all children's meal times are staffed and menu's adhered to in a creative way along with age appropriate food being offered and served which must include puree for infants
- Leading and delivering the guest welcome meeting providing relevant childcare/family information to your new guests
- Making regular chalet visits during the week to eat with guests to build rapport together
- Working within Nursery & Snow Club when necessary, showing you are a flexible team player
- Developing and coaching your team to ensure they reach their full potential during the season
- Conducting job performance appraisal meetings with each member of you team during the season to ensure their objectives are set and support staff to aid their personal development and progression
- Producing a detailed weekly report to summarise the childcare services
- Covering baby listening and evening club duties as/when required
- Liaising with the Resort/Hotel Manager with the handover of staff accommodation at end of season
- Assisting the Area Childcare Manager with any additional relevant duties

What type of person are we looking for

- Previous experience working within the childcare industry
- Management experience (essential)
- Level 3 in Early Years studies or similar (desirable)
- Customer service experience; showing dedication to offer our guests the most amazing holiday experience
- Enthusiastic, lively, sociable, friendly and a team player
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours
- Ski knowledge (desirable)
- Full clean driving licence (desirable)

What's important to us: Our Company Values

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. A job specific task list will be discussed with you at training/once in resort.

We are committed to safeguarding and promoting the welfare of children and expect all employees, to share this commitment. This post is subject to the disclosure of criminal records and vetting checks, including an Enhanced Disclosure Barring Service Check (DBS).