



Job Description & Person Specification

Job Title :	Party Host
Location :	Permanent Location : 35 High Street, Newmilns, Ayrshire, KA16 9EB Temporary Location : None

Main Purpose of Job

This role is the main point of contact for parties and tubing sessions. You will be responsible for ensuring that all safety guidelines are adhered to. You will co-ordinate parties ensuring they run to time and makes effective use of both slope time and the party hut.

Position in the Organisation



Scope of Responsibilities

Number direct reports	None
Level of responsibility for staff	None
Level of responsibility for customers	Co-ordinating parties, running tubing sessions.
Level of financial responsibility	None

Key Accountabilities

DO WHAT	TO WHAT	END RESULTS
Provides excellent customer service skills	To customers and visitors to NSASC .	Customers and visitors are treated professionally.
Meet individuals and groups prior to their session.	Confirm the booking details, start and finish times and arrangements for their sessions.	Sessions run smoothly and customer expectations are met.
Provide customers with	The correct fitting equipment, typically helmets. (unless rental trained)	Customers understand what they need to do to get ready for their session and are

DO WHAT	TO WHAT	END RESULTS
		assisted where required. Customers are comfortable and safe with their equipment.
Know and understand	The rules of the tubing safety talk, minimum ages, maximum numbers and supervision ratios.	Risk to customers and the slope is minimised.
Conduct	Dynamic risk assessment and tailor each session appropriately.	Understanding the group size and diversity and the slope space to ensure risks are minimised and participants are safe at all times.
Explain	To customers how to access the tubing area.	Customers using ringos understand how to keep themselves and other slope users safe when using the ringos.
Demonstrate and explain	How to use the ringo safely.	Customers fully understand how to sit in and use the ringo, maximum numbers per ringo and descending at a time.
Be confident and assertive	When customers do not adhere to the rules of the session.	Customers and slope users are kept safe at all times. If necessary customers are asked to leave the session if they do not adhere to the rules.
Understand and adhere	To supervision ratios	Customers are always supervised when using ringos and large groups have additional supervision to ensure safety.
Inflate	Ringos	Ensuring that the maximum number of ringos are available and working at their capacity.
Participate	In training sessions .	As required to learn and develop skills to fulfil the role effectively.
Assist as appropriate when requested	With slope duties, in particular the daily task sheet.	Help ensure the smooth operation of the slope and safe, clean and operational equipment and facilities for customers.
Escalate	Any concern regarding customers or visitors.	To bring to the attention to a Manager or supervisor any issue, in particular with regards to Health and Safety so that concerns can be dealt with promptly.
Any duty or task	Appropriate	To facilitate the smooth and professional operation of

DO WHAT	TO WHAT	END RESULTS
		NSASC.

PERSON SPECIFICATION

ESSENTIAL SKILLS	DESIRABLE SKILLS
Candidates should be reliable and proactive	
Positive and enthusiastic to help and learn.	
Ability to complete tasks effectively and efficiently.	
Good communicator.	
Interest in sport, fitness and health and wellbeing.	Any snow sports discipline.
Experience of working in a team	

ESSENTIAL EXPERIENCE	DESIRABLE EXPERIENCE
No formal experience is essential.	Customer service experience.
	Working with groups of children.

ESSENTIAL QUALIFICATIONS	DESIRABLE QUALIFICATIONS
No formal qualifications are essential. Full training will be provided.	First Aid

Level of competence

Rating – 1 Essential (Must Have), 2 Desirable (Should Have), 3 Preferred (Could Have), 4 Limited Requirement and 5 Not required.

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
Team effectiveness	1	Proactively helps, contributes, participates and shares information	With teams and colleagues.	Experienced as a team player and in dealing with the public.
		Shows empathy and is sensitive.	To the feelings of others.	Can establish a rapport with colleagues and customers.
		Aware	Of limits of authority.	
Communication skills	1	Picks up on cues and acts appropriately	With colleagues and customers.	Effective in all communication, all individuals, is clear, positive and appropriate in communication.
		Spoken skills	Polite, clear, concise and confident.	
		Listens actively and uses good eye contact	With colleagues and customers.	
		Warm, friendly manner	With colleagues and customers.	
Planning and organising	1	Recognises	The need to plan.	Proactive, organised approach to workload. Sessions run on time.
		Prioritises	Tasks, customer needs.	
		Meets deadlines and uses time well.	In structuring, lessons and workload.	

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
Dealing with/adapting to change	1	Professional, positive, flexible and comfortable.	In approach to change (school to work).	Works with colleagues and NSASC to adapt and be flexible to ensure that the needs of the client and the slope are met.
		Shows willingness and adaptive approach	To improve, try something new and embrace change	
		Responds well	To personal development and training and external challenges.	
Decision making (inc. problem solving)	1	Gathers information, identifies problems and risks and explores options.	Before making final decisions.	An informed approach is taken to making decisions and the risks and benefits are weighted up to ensure the best decisions are made.
		Can justify decisions and communicates information to all relevant parties.	When making decisions.	
		Works within procedure and guidelines and knows limits of authority	When making decisions.	
Results orientation	3	Identifies, actively inputs and achieves	New opportunities, skills, experiences.	Results are achieved at a personal, client and organisational level.
		Understands targets, sets milestones and can find a range of solutions.	To work towards and achieve goals.	
Developing Others	5	Not Required		
Influencing	2	Confident and assertive	In dealing with a variety of challenging situations.	Can turn situations into positive outcomes without loss of confidence in instructors or
		Can present a range of solutions and alternatives	To influence outcomes	
Strategic Thinking	3	Understands business objectives and their role.	In achieving outcomes.	The ability to envisage and progress towards longer term objectives. Understanding their individual role within this.
		Demonstrates and uses professional knowledge, understands the dynamics of their role and the impact this has.	In developing solutions to achieve outcomes.	

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
		Identifies and solves problems.	With an awareness of 'the bigger picture' and longer term impact.	

Employee Status	Yes / No (please detail)	Start and End Date (where applicable)
Permanent		
Temporary		
Casual Worker	YES	As required to support busy periods
Volunteer		
Work Experience		

Days and Hours of Vacancy

MON	TUES	WED	THURS	FRI	SAT	SUN
Hours will vary depending on slope requirements, seasonal variations and the availability of trainees.						

Other Relevant Information

- All training will be provided on slope operating procedures as required to perform this role.

AUTHORISATION FOR JOB EVALUATION AND PERSON SPECIFICATION

Completed by: Britt Sutcliffe	Date : 18 th October 2017
Authorised by :	Date :