



Job Description & Person Specification

Job Title :	Snow Sports Instructor
Location :	<p>Permanent Location : 35 High Street Newmilns, KA16 9EB</p> <p>Temporary Location : May include any indoor or outdoor mountain location as required on an ad hoc basis for the development or recreational purposes of clients at NSASC.</p>

Main Purpose of Job

Working to industry standards and within the operating guidelines of the slope your role will be to facilitate the learning and developmental experiences of clients through the provision of snow sports instruction.

Position in the Organisation



Scope of Responsibilities

Number direct reports	None
Level of responsibility for staff	Supervision only in the absence of the Centre Manager and Development Manager or if given key holder responsibilities.
Level of responsibility for customers	Full responsibility for safety, instruction and supervision.
Level of financial responsibility	Cash handling and booking management. Refunds, non-standard enquiries and complaints should be forwarded to a Manager.

Key Accountabilities

DO WHAT	TO WHAT	END RESULTS
Provide excellent customer	Greeting clients and	To ensure that clients are

DO WHAT	TO WHAT	END RESULTS
service	understanding their bookings and associated requirements. This may include snow sports session, children's parties, camps etc.	correctly prepared for their session. Clients understand what they need to do, where they need to go and what will be happen during their time with NSASC.
Meet individuals and groups prior to their lesson.	Provide the correct equipment (skis, boots, board, helmet).	Clients understand what they need to do to get ready for their session and are assisted where required. Clients are comfortable with their equipment.
Safety Briefing	Delivered to all customers on snow sports or tubing sessions.	Customers are aware of their responsibilities with regards to their safety and that of other slope users. Waivers are signed at the appropriate time.
Knowledge and awareness	Of NSASC booking system and development pathway.	Clients are booked onto the correct lesson. Booking guidelines and structures are adhered to for the maximum benefit of NSASC and the client.
Understand client needs for their snow sports session.	Clients level of experience, expectations and limitations are taken into account in the lesson structure.	Clients are taught at a level appropriate to them.
Teach	Snow sports sessions in accordance to the industry standards and NSASC guidelines.	Clients are taught in a professional manner, develop their skills and abilities and have fun. Sessions are taught within the Child Protection Code of Conduct.
Be flexible in approach	To lesson content and structure. Having to hand a variety of exercises drills and practices to suit all clients needs.	Ensure that lesson content is appropriate for the clients and that all individual strengths and development areas are recognised and needs met to ensure that participants gain from attending their session
Demonstrate	Snow sports skills and abilities.	Instructors can ski at a level and standard appropriate to the level they are teaching and can accurately demonstrate activities to clients.
Group management techniques	Are appropriately adopted during larger group lessons. Also smaller or more challenging groups are managed appropriately.	To ensure that all clients are safe and taking part in their snow sports session.

DO WHAT	TO WHAT	END RESULTS
Supervision	Slope and slope users (tubing and snowsports)	Slope space is used safely be different groups, barriers are in place when required and the ability levels of customers are monitored to ensure that both beginners are experienced slope users are skiing/boarding safely and within their ability. Poma ques are managed safely.
Administer	First Aid	As required. Other participants are kept safe during the administer of first aid.
Raise confidence levels	Of clients	Ensuring that all participants have fun and gain from their experience at NSASC.
Willingness and ability	To work with a variety of clients who will all be different in age, experience and ability.	All clients enjoy their experience at NSASC and instructors enjoy working with a diverse groups and individuals.
Commitment	To equality and sympathy with	The mission and aims of NSASC.
Management	Of slope surface and clients in their use of uplifts and whilst on the slope surface.	Ensure that slope users understand how to keep themselves and others safe.
Complete paperwork	As required regarding client development and progression, daily task sheets are completed, accidents are recorded etc.	All slope and statutory requirements are met regarding the recording of operating procedures.
Liaise	With Centre Manager and Development Manager	Regarding daily duties and any changes to plans and procedures.
Attend	Team meetings, training and development sessions. This may include pre-season or ad hoc instructor development session, rental training, first aid etc.	As required to ensure you are fully aware of slope operating requirements and that your skills and abilities are kept up to date as required by the slope and to meet industry standards.
Any	Other duty	As reasonably requested by your Manager.

PERSON SPECIFICATION

ESSENTIAL SKILLS	DESIRABLE SKILLS
Candidates should be reliable and good timekeepers.	
Positive and enthusiastic team player.	
Proactive approach to tasks and an ability to complete tasks effectively and efficiently.	

Excellent communicator.	
Proven interest in sport, fitness and health and wellbeing.	

ESSENTIAL EXPERIENCE	DESIRABLE EXPERIENCE
Knowledge of ski spectrum, able to teach up to and including parallel turns.	Ability to teach beyond parallel turns
Working with groups of people and individuals to develop their skills and abilities in a snow sports environment.	
Group Management skills	

ESSENTIAL QUALIFICATIONS	DESIRABLE QUALIFICATIONS
SSS or BASI level 1 or equivalent	SSS or BASI level 2 or equivalent
Valid and up to date First Aid Certificate	Other relevant outdoor sports e.g. mountain biking

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. Can establish a rapport with colleagues and customers.
		Shows empathy and is sensitive.	To the feelings of others.	
		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.	
Dealing with/adapting to change	1	Professional, positive, flexible and comfortable.	In approach to change.	Works with colleagues and NSASC to adapt and be flexible
		Shows willingness and	To improve, try	

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
		adaptive approach	something new and embrace change	to ensure that the needs of the client and the slope are met.
		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	1	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	1	Experienced in supporting and nurturing.	The development of others.	An experienced and professional approach to the development of others. Understanding and following procedures but flexible and creative to meet individual needs.
		Checks goals and objectives, checks understanding, follows guidelines.	In the development of others.	
		Takes a holistic approach.	In the development of others.	
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 NSASC.
		Can present a range of solutions and alternatives	To influence outcomes	
Strategic Thinking	4	Understands business objectives and their role.	In achieving outcomes.	The ability to envisage and progress towards longer term objectives. Understanding
		Demonstrates and uses professional knowledge,	In developing solutions to achieve outcomes.	

COMPETENCY	RATING	EXPERIENCE AND EVIDENCE OF COMPETENCE		
		DO WHAT	TO WHAT	END RESULTS
		understands the dynamics of their role and the impact this has.		their individual role within this.
		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	Casual contract, no set or guaranteed hours
Volunteer		
Work Experience		

Days and Hours of Vacancy

MON	TUES	WED	THURS	FRI	SAT	SUN
Lessons usually organised from Saturday to Wednesday. Hours offered in accordance to the needs of the slope over 7 days.						

Other Relevant Information

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AUTHORISATION FOR JOB EVALUATION AND PERSON SPECIFICATION

Completed by:	Date :
Authorised by :	Date :