

# Operations Manager

<b>Position:</b>	Permanent, Full time, Immediate start
<b>Reporting to:</b>	Operations Director
<b>Location:</b>	France October-May, London June-September
<b>Salary:</b>	€30k + per annum (depending on experience)

VIP SKI provides around 7,000 outstanding ski holidays a year and operates 40 fabulous properties in five of the leading French ski resorts. To do this is not easy, we are not a brand but a community of people and skiers drawn together around a common love of skiing. This year we welcome around 160 colleagues to join our community overseas. We recruit Chalet Hosts, Drivers, Chefs, Nannies, and the Managers to organise them.

The role of Operations Manager requires an individual to take on a variety of projects throughout the year. From managing large teams of seasonal employees, to working with local in-resort suppliers, this role will provide a stimulating and varied workload for an energetic and enthusiastic self-starter.

The successful candidate will be an experienced manager with several years' experience working within the British winter Tour Operator industry. They will have proven man-management experience, have strong French language skills and a calm and fair demeanour. Visiting our resorts regularly is a must, so experience driving in the snow and ice throughout the Alps will be advantageous.

## Job description in a little more detail:

### People

- Provide Area Management support for our resort teams, with a total of approximately 160 employees
- Organise and run the pre-season training courses for seasonal employees throughout November and December
- Motivate, provide feedback, and conduct disciplinaries for seasonal resort staff
- Ensure the welfare of all teams is kept high throughout the winter season
- Help the recruitment team with winter recruitment during the summer months

### Finance & Suppliers

- Work with the Catering Manager to ensure resorts keep to food budgets
- Ensure resorts meet income targets
- Develop relationships with suppliers to ensure the best products and service are provided to our guests

### Properties

- Overseeing the opening and closing of resorts at the start and end of the winter season
- Ensure all properties are maintained to the high standards required by VIP SKI
- Make improvements to the layout and decoration of all properties as necessary
- Help in the furnishing of new builds including sourcing items for guest and staff accommodation

### Guest Service

- Ensure high levels of guest service are maintained in all resorts throughout the season
- Consider development ideas to improve guest service levels

**Transfer day (Dec-April)**

- Welcoming new guests and ensuring onward travel arrangements are met
- Liaise with taxi and coach drivers
- Resolve any issues as they arise

**Qualifications and Experience**

- 4+ years British Tour Operator management experience
- Strong French, spoken and written
- Confident driver with clean licence

**Personal qualities**

- Impeccably organised
- Have a hands-on attitude
- Self-motivated and organised with the ability to multi-task
- Great team player but also with the ability to work independently without supervision
- Confident and assured in delivery when dealing with all types of people
- A love of people, empathetic and selfless
- Absolutely obsessed with detail
- A smiley face

**What we offer**

- Competitive French salary. A CDI will be offered to the correct candidate
- Accommodation in France during the winter season
- Use of a Company Vehicle
- A cool job at a great Company

This is a wonderfully engaging and rewarding opportunity in a growing and fun-loving Company but requires absolute commitment and obsessive attention to detail. The Operations Manager will need to be confident working independently but also cohesively with other managers within the Operations Team. An excellent multi-tasker who works well under pressure and has strong problem-solving skills. Do not apply if these to qualities cause you any alarm.

**Interested ?**

If this opportunity is of interest, please apply by emailing [ella.nowell@vip-chalets.com](mailto:ella.nowell@vip-chalets.com) attaching your CV and covering letter clearly stating the date you would be available for employment.