

Ski Assistant

Volunteer Role Description The Hill



What is a Ski Assistant?

Our Ski Assistants play a vital role in supporting the team at The Hill by making sure every person who comes to the ski slope leaves having an incredible experience and fond memories of an exhilarating day out!

Roles and responsibilities of a Ski Assistant

- Welcoming everyone to the session, particularly any first timers.
- Helping people find their way around the site and slope areas e.g. changing areas, toilets.
- Assisting the ski instructors with the session, party or event, and ensuring it runs as smoothly as possible
- Handing out equipment and packing it away at the end of the session
- Supporting the individuals in the group who need reassurance or guidance

What experience and skills are we looking for?

The main skill we need from our Ski Assistants is an enthusiasm for skiing and its benefits! You don't need any particular experience, but we love our volunteers to be:

This role is purely voluntary and this arrangement is not meant to be legally binding or an employment contract.

- Positive communication and customer care skills - able to work confidently with colleagues and the general public.
- A good team player – enthusiastic and willing to support the team at The Hill.
- Conscientious, reliable, honest and punctual.
- Able to commit some regular time to support the development of our community of skiers.
- Have an outgoing, friendly and approachable manner.
- Enjoy working in a public environment and has outstanding customer service skills.
- Subject to an enhanced DBS check.

About The Hill

The Hill brings a slice of the Alps to Rossendale. Set in the picturesque valley, it is the premier outdoor ski and snowboarding centre in the UK. Being a fun, family adventure with personal, professional coaching for everyone.

With friendly, experienced coaches, the Hill is a safe environment for all, whether it's learning from the beginning or sharpening up your technique.