

JOB TITLE : Holiday Delivery Manager

ROLE TYPE : Freelance

LOCATION : Les Deux Alps

DATES : 9th -22nd December

A little bit about us...

Rise is an independent music and snow sports event held in the beautiful town of Les Deux Alpes in the French Alps. It's core values center around snow, music & adventure. We provide our guests with a full week of escapism - where they can ski Europe's largest glacier by day and by night party with world class artists. We are looking for the absolute best team players to contribute to this ultimate Party On Top Of The World. This is an opportunity to be involved in a dynamic, rapidly growing company with a proud 'A team' who always look out for each other.

A little bit about you...

YOU LOVE... adventure, snow, music and sport.

YOU ARE ... next level organized, logical and calm

A little bit about the role...

We are looking for an extremely organized and capable person to lead the 'Holiday Services' element of the festival throughout the week. As a whole the team are responsible for implementing a streamlined and efficient operational plan to ensure all components of the guests' holidays (primarily accommodation) are delivered to the highest of standards through the week. This is a fast paced and complex senior position with various people feeding in to you. Taking full responsibility for the collection and distribution of accommodation keys and details to all departments of the festival from general clients to staffing manager to artist liaison team. The 'middle man' between the clients and the suppliers so to speak. This person must understand the paramount importance of 'Holiday' to the customer.

Roles and responsibilities can be summarized as:

- Having a full understanding of a master accommodation map and how this relates to a 'real-life' execution of arrivals and departures of guests of all descriptions
- Organizing the accommodation team proactively and efficiently throughout the whole week
- Continuous and meticulous troubleshooting of accommodation issues

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- Making and maintaining excellent relationships with the suppliers including hotel reception staff and key contacts in town for the week

In more detail, the role can be broken down into 3 key stages:

1. Preparation

Taking over a full brief and overview on the accommodation planning up until this stage. This will include checking buildings and room sizes, liaising with suppliers regarding key pick-ups, arrivals and departure plans, inventory details and building info e.g. key codes. Checking and amending rooming lists, linen requirements and distribution plan, group customer overview, individual customer overview, staff overview and bespoke overview. You'll be making contact with all resort suppliers to ensure a relationship is in place between you and them in advance of arriving on site, so you are able to hit the ground running upon arrival in resort.

2. Live Event

Managing the arrival of the "early staff" that make up the prep team pre-event and ensuring they are housed in proximity to their working zones. Managing the arrival of all subsequent staff and drivers the co-ordination of room moves if needed. Ensuring you know which rooms need late check outs and communicate this to the agencies. This will alongside the staffing manager.

Logistics and planning of receiving keys from suppliers, processing and preparing for collection is of paramount importance. Preparation for arrivals day – briefing reps on arrivals plans, management of key envelope prep, linen bagging and delivery prior to any customer arrivals is of paramount importance. It is up to you to come up with a realistic plan and liaise with the Ops team/reps team to execute this plan.

Bespoke management –You will be preparing everything accommodation related for all of our bespoke guests alongside the Bespoke services team. You will need to liaise daily with the Bespoke Manager and Artist Liaison Manager to ensure you have everything prepared for each guests' arrival and handed over to the relevant member of staff to liaise with them. You will also need to check in daily regarding any check outs/room turn arounds that need to happen and communicate this to the relevant party re; cleaning.

As the event progresses the mid-phase will consist largely of troubleshooting, checking in with suppliers and problem solving where necessary. You will receive daily reports from the head reps and it is your responsibility to action these reports along with your assistant. You will have daily updates with the

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Operations Management team, Bespoke Manager and Artist Liaison Manager in regards to the day's main issues.

3. Final phase

This final phase of the event is crucial for supplier relations. You will be responsible for ensuring the timely and efficient return of all room keys and linen as well as the processing of any damages and final check-ups / thank you to all suppliers. Complete reports of final rooming lists must be fed back to the Event Manager accounting for room swaps due to damage or other legitimate reasons. Invoicing methods for damages must be communicated to suppliers correctly prior to leaving resort. Full event debriefs completed by you upon completion of all tasks.

Your line manager will be:

Operations Manager

Essential Attributes:.

To be successful at this role you will have proven experience in:

- Excellent, second to none, excel skills and ability to interpret and manipulate large data sets
- Natural and confident team leader for a small team
- Polite and professional approach to both clients and suppliers
- First class customer service skills in challenging situations
- Snow resort knowledge

Preferred Attributes:

We think the following is super helpful thought not deal breakers:

- French Speaking
- Experience in a similar role
- Large event experience

What your week at Rise will look like:

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Arrival date:

You will be needed on site in France on the 9th December

The staffing team will organize your travel before-hand which will be a flight from a UK airport (where possible the most convenient for you) and a transfer from the airport to the resort

Pre event:

Before the event starts all staff will have an orientation with their line manager and a full briefing to the week.

Arrivals Day:

Guests arrive from Saturday morning. 'Arrivals day' is all hands on deck as we welcome over 3000 guests, VIPS, artists and alike to the Festival.

During the week:

Working with your team to troubleshoot and liaise with suppliers throughout the week

Pack down:

We will need you on site up until 22nd December

The staffing team will organize your travel before-hand which will be a flight back to the UK on the 22nd December

Hours:

As with any live events, hours and schedules cannot be define to an exact T. Flexibility is required to deal with challenges and demands that may arise.

You will be working rotational shifts with your team to ensure that accommodation aspects are covered appropriately at all times.

You will of course have time to use your lift pass and explore the festival.

Availability:

-Travel to the resort from 9th and return to the UK on 22nd December

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-You will also be required for a UK based meeting in mid November

-You will be required to attend 2-3 training days in the UK with the Operations Manager, the date and location of this will be confirmed

Package & Benefits:

As well as being part of a growing independent company and the chance to swap the high-rise city for the high life in the Alps, we would make sure you are well looked after on site by providing you with:

- Fee to be agreed before the event and invoiced after the event
- Travel to and from the resort- booked for you beforehand.
- Accommodation in central area of the resort, sharing with other like-minded team members
- Lift pass for the duration of the festival
- Ski or snowboard hire for the duration of the festival
- Festival wristband to enjoy in free time
- Gain invaluable experience in a unique and challenging work place
- Learn new skills and develop with the company