

JOB TITLE : Holiday Delivery Team

ROLE TYPE : Freelance

LOCATION : Les Deux Alps

DATES : 12th -21st 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 ... a team player, organized and great with customers

A little bit about the role...

We are looking for the best team players to form part of our Holiday Team for the duration of Rise. 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.

Roles and responsibilities may include but are not limited to:

- Assisting with 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. Assisting with 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 be 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.

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- Bespoke – 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 cleaning.

Your line manager will be:

Holiday Service Manager > Operations Manager

Essential Attributes:

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

- Excel skills and ability to interpret and manipulate large data sets
- Polite and professional approach to both clients and suppliers
- First class customer service skills in challenging situations

Preferred Attributes:

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

- Snow resort knowledge
- French Speaking

What your week at Rise will look like:

Arrival date:

You will be needed on site in France on the 12th December

The staffing team will organize your travel before-hand which will a coach departing the UK on the 11th December and arriving in resort on the 12th December.

Pre event:

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

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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 21st December

The staffing team will organize your travel before-hand which will be a coach leaving the resort on the 20th Dec back in the UK for the 21st.

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 12th and return to the UK on 21st

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

-You will be required to take part in an online training program before departure to the resort

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

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- 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