



Kite & SUP School Manager

Reports to

General manager

Jah Shaka is one of the leading surf and activity holiday providers in Europe, and offers staff challenging job roles as well as the opportunity to develop their experience and skills whilst working in beautiful surroundings and a friendly and supportive atmosphere. As a business we pride ourselves on providing the right experience for all customers, working as a team and building honest, respectful and encouraging relationships as well as working hard and playing hard! This job would suit an individual looking to develop their experience in the water sports industry as well as those looking to grow their management experience and work as part of a dynamic, flexible, active and sociable team.

Job Purpose

To maintain effective running of a busy Kite and SUP School teaching & overseeing general organisation, customer satisfaction, lesson quality, training, staff motivation and all associated equipment

Performance measures

Customer

- Verbally direct from customers
- Online via Email and Trip Advisor
- Customer satisfaction forms

Business

- Team Feedback
- Management feedback
- Profitability

Responsibilities

Customer Experience

Delivering a high standard of customer service through anticipating customers' needs and ensuring successful provision of all customer Kite and SUP propositions.

- Excellent customer service standards
- Being positive at all times with a can do attitude
- Delivering high quality value for money, structured lessons & tours
- Giving a wide range of Kite and SUP advice
- Prioritising customers safety at all times
- Dealing with customer complaints

Organisation

- Planning daily schedule
- Managing ongoing bookings
- Staff Rotas
- Preparing and maintaining equipment & vehicles

People Management

Clearly and flexibly directs and encourages others in the Jah Shaka team to meet and deliver tasks and expected standards. Helps and supports team members to enable them to optimise their performance.

Conditions Knowledge

- Confidant reading wind & wave reports and selecting the right conditions for a variety of client ability levels
- Experienced in a variety of conditions and able to recognise potential dangers in and out of the water

Stakeholder Management

Proactively approach building and managing effective relationships with other camp managers, companies and individuals that we work with. Presents a clear and credible profile of themselves and Jah Shaka to others.

<i>Desirable</i>	<i>Essential</i>	
Level 2 kite instructor qualification SUP open water qualification Beach lifeguarding qualification	Driving License BKSA or IKO kite instructor qualification	Qualifications
Previous experience managing kite or SUP school Worked or lived abroad	Kite & SUP coaching experience Managed one other member of staff or more	Experience
Additional Language/s	Robust under pressure	Other

Relationships

<i>External</i>	<i>Internal</i>
3rd party accommodation providers Surf shop Other Kite & Sup schools	Director General manager Reservations manager Marketing/Social media manager

What you should know about the job

Key Personal qualities required

- Strong leader
- Highly sociable
- Emotionally Intelligent
- Resilient
- Organised
- Ability to improvise & quickly problem solve
- Able to work effectively as part of a team
- Is self-motivated, works at pace and enjoys delivering results

Key Technical skills required

- Customer Insight
- Commercial awareness
- People management skills
- Planning and prioritisation
- Communication skills

- Relationship management ability
- Weather & condition forecasting

Dates of employment 2015

- Ideally March - Mid November