



## **Disability Snowsport UK**

### **Job Description – Bookings and Accounts Administrator**

**Location:** Tamworth SnowDome, Midlands or Glenmore Lodge, Aviemore. OFFICE BASED with hybrid flexibility considered. Job share applications welcome.

**Hours:** 37.5 hours per week or job share equivalent to full time

**Salary:** £24,000 (pro rata for 30 hours -£19,200)

Reporting to Finance & Support Services Manager with reporting line to Head of Snowsports.

#### **About Disability Snowsport UK (DSUK)**

Disability Snowsport UK is the UK's leading adaptive snowsport charity, with a team of staff and instructors based across the country from Hemel Hempstead to Cairngorm.

Our vision is of mountains and ski slopes free from barriers, where disabled people can learn and take part alongside family, friends and peers. It's our mission to make snowsport accessible for everyone; regardless of disability, injury or experience.

We do this by:

- Providing expert adaptive teaching for individuals, families and groups across the UK
- Providing holidays and activities in the UK and worldwide
- Providing social and recreational skiing groups
- Working with governing bodies, training organisations and partners to widen access, increase awareness and share knowledge.

**About the role:** This role will suit someone who likes dealing with people, has great problem-solving skills and a high degree of efficiency and attention to detail. You must be comfortable working with numbers and systems. Experience in accounts/ bookkeeping, customer services, travel, accommodation or similar role would be helpful.

You can be partly or fully office based. DSUK operates a ski school out of Tamworth Snowdome, Staffordshire and there is an office at Glenmore Lodge, Aviemore with ski school operating at Cairngorm Mountain office during winter months when our snowsport school is open.

**Scope of work:** You will be supporting the finance manager, snowsport schools and senior management team in a busy and friendly environment. There are more than 7 ski schools throughout UK. The primary purpose of the job is to work with our bookings system and accounts to ensure all clients and member lessons are well organised, payments are secured and processed, and everyone has the information they need for a successful booking.

**Key responsibilities**

- Reviewing and updating systems for Snowsport School lesson bookings.
- Sorting post and banking.
- Manage telephone booking enquiries.
- Manage email enquiries for bookings and customer liaison.
- Update and maintain client information on all platforms as required.
- Assist Finance Manager with monthly reconciliations of customer and supplier accounts, issuing statements.
- Take customer payments for lessons via telephone as required.
- Provide administrative cover to membership and holiday booking roles as required.
- Assist Senior Management Team with system improvement and efficiency projects.
- Assist Snowsport schools with reporting from bookings system.
- Additional administrative duties as agreed.

**Essential experience**

- Competent in IT and have worked with accounts/database/booking/CRM system.
- Excellent communication skills.
- Excellent attention to detail.
- Flexible between lone working and within a team.

**Desirable Experience**

- Knowledge of disabilities would be an advantage.
- Knowledge and passion for snowsports.
- Confident in Data Protection processes.

Disability Snowsport UK is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex/gender, disability, religion/belief, sexual orientation, gender reassignment, marital status or age.

If you would like to find out more about the role before applying, please feel free to contact Disability Snowsport at [HR@disabilitysnowsport.org.uk](mailto:HR@disabilitysnowsport.org.uk) to arrange an informal discussion.

**To apply please send a CV and complete the DSUK application form**

**Unfortunately, any submissions without the application form completed will not be considered.**

**We do not use AI to screen applications and encourage all applicants to write their applications in their own words.**

Applications should be sent to [HR@disabilitysnowsport.org.uk](mailto:HR@disabilitysnowsport.org.uk)