**JOB PROFILE**

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| **Job Title** | Scottish Avalanche Information Service (SAIS) Coordinator | **Reporting to** | Principal |
| **Division** | Scottish Avalanche Information Service (SAIS) | **Department** | Glenmore Lodge |

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| **Job Purpose** |
| To oversee the provision of the SAIS daily avalanche forecasts ensuring service resilience and quality of public information. To lead the development of a cost-effective service delivery and ensure public hazard information meets the changing nature of winter participation, public information needs, and the winter mountain environment. |

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| **Resource Management** |
| **Direct Reports:** up to 5  **Staff Reporting to Direct Reports:** 0  **Contractors:** Management of up to 20 seasonal casual hour contracts.  **Level of Budgetary Responsibility:**  Responsible for procuring equipment, supplies, IT, events costs from the £122k SAIS budget  **Delegated Authority Level:** Level 2 – authorisation of purchase orders between £5,000 and £15,000 with Level 3 sign off |

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| **Key Responsibilities & Accountabilities** |
| * Supervision of SAIS duty forecast rota and winter service provision. Including delivery of pre-season and post-season forecaster engagement to support service continuity, development, and quality of public information. * Management of the SAIS budget, ensuring best public benefit and full accountability, held by the Centre Principal and with support from the Finance Manager. * Management of SAIS management group agenda, individual work priorities, tasks, and performance management. * Management and development of service governance, H&S compliance, safe working practice, and forecaster safety. * Representation of **sport**scotland/SAIS at relevant meetings and conferences, including the European Avalanche Warning Services. * Representation of **spor**tscotland/SAIS on relevant Scottish mountain safety forums and groups. * Liaison with Scottish Mountain Rescue to support rescue responder safety. * Liaison with Police Scotland on matters of mountain safety and avalanche hazards. * Collaboration with Universities and other institutions on a variety of academic projects to support the development of service provision and/or public information. * Handling of all SAIS correspondence and administration. * Handling all SAIS media links, in consultation with the Centre Principal and Communications Manager. * Collaboration and support of **sport**scotland’s National Outdoor Training Centre, Glenmore Lodge. Including the support of avalanche awareness education and, where appropriate, support of training delivery. |

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| **Knowledge & Experience** |
| **Knowledge (Essential)**   * High level technical knowledge, skills and qualifications in one of the relevant instructional disciplines – either mountain sport or snow sport * Understanding of the specific responsibilities of an outdoor education provider, including awareness of health and safety, environmental and customer care issues. * Significant understanding of the specific and specialist needs of both mountain rescue and avalanche information provision, with understanding of the avalanche landscape across Scotland and Europe. * Well-developed group leadership skills. * Ability to effectively communicate both verbally and in writing with a broad spectrum of stakeholder groups, and other key business partners, both internally and externally * Ability to use specialist knowledge of the avalanche landscape to contribute to the wider development of courses/programme at the National Centre operation, and guiding the general outdoor industry * National expert in the field of avalanche behaviour and warning, acts as senior contact with appropriate stakeholder organisations, communicating and advising accordingly to worldwide audiences |
| **Experience (essential)**   * Accredited as a SAIS Senior Forecaster or equivalent. * Substantial work experience within the mountaineering sector, with extensive experience of winter mountain activities, ideally in the role of leader, instructor, guide, or coach. * Substantial personal experience in Scotland’s winter mountains, across more than one winter sport. * Full UK Driving Licence is essential.   **Experience (desirable)**   * Experience of delivering lectures/making presentations to groups. * Experience of avalanche awareness education * International avalanche awareness training or certification. |
| **QUALIFICATIONS**   * Educated to degree level, ideally in a mountain environment related subject, or able to show equivalent, relevant experience. * Minimum of MTUKI Winter Mountain Leader Award. * Other relevant qualifications *may* include a variety of Governing Body awards related to mountaineering and climbing |

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| **Key Competencies** |
| **Leadership**   * Articulates a vision that generates excitement, enthusiasm and commitment * Accepts responsibility for decisions and actions, including difficult but necessary ones * Demonstrates enthusiasm and energy for achieving business goals with a ‘can do’, ‘will do’ approach * Leads understanding and adherence to the organisation’s processes, values and expected behaviours * Encourages praise and recognition of success   **Judgement & Decisiveness**   * Takes timely, impartial decisions based on best available evidence and analysis * Uses a structured approach to developing solutions and reaches decisions through reasoned analysis * Evaluates the extent to which a decision has major implications for others * Analyses a range of data, drawing conclusions based on that data * Identifies opportunities to take measured risks and manages consequences   **Continuous Improvement**   * Contributes to and encourages innovation and generation of new ideas within their team * Encourages team to generate and share ideas * Offers new ideas and solutions to current challenges * Tests new ideas with others * Readily adopts new ways of working * Gives recognition and responsibility to team members in order to build ownership of ideas * Works with others to ensure that changes are sustainable and are embedded into the team practice   **Planning & Organising**   * Uses appropriate planning against business goals to succeed in own role and provide direction for others * Contributes to the development of the operational plans * Explains the operational plans and plans aligned team objectives to ensure the best use of resources * Takes responsibility for setting deadlines providing regular feedback on progress against the Plan to ensure there are no surprises * Focuses and encourages others on delivering the Business/Operational Plans   **Results Focus**   * Ensures that the team are aware of and comply with health and safety requirements * Leads delivery at a team level by setting clear goals and measures * Empowers others to achieve and holds them accountable against the agreed goals and timescales * Supports and guides to ensure that a target or goal is met * Can work with the Business to agree priorities when facing conflicting agendas * Creates a sense of urgency about results on a personal and team level   **Problem Solving**   * Is guided by organisational values and operating principles to help select possible approaches which may not align with established procedures * Uses logic and analysis techniques to solve problems of increasing difficulty that impact across the organisation * Quickly assimilates and makes sense of complex data, information, ideas and themes * Coaches other to solve problems   **Working With Others**   * Recognises or pre-empts any sources of conflict and assesses how best to manage situations, ensuring continued collaboration * Builds a sense of team spirit, encouraging shared ownership of goals and deliverables * Deals tactfully and confidently with people at all levels of the organisation (internally and externally) building collaborative relationships * Resolves conflict within the team maximising the opportunities it presents * Values and draws upon the contributions, experiences and background of others * Communicates openly and honestly with others * Builds relationships to gain support and buy-in   **Performance Management**   * Manages day to day performance constructively, consistently, fairly and promptly * Openly recognises and rewards good performance and ensures that individuals know that their work is important * Acts quickly and fairly to address poor performance * Provides encouragement and regular feedback on performance * Demonstrates the importance of performance management by agreeing SMART objectives with team members, monitoring performance, providing feedback and engaging in developmental discussions * Quickly takes the appropriate action to deal with those who breach organisational standards and behavioural expectations   **Developing Self & Others**   * Supports the achievements made within the demands of the role * Helps people to learn from mistakes in support of a learning culture * Selects the best method to meet the learning needs of the individual, coaching/supporting as appropriate * Knows individuals’ strengths and weaknesses and allocates work to provide them with opportunities to develop and improve * Seeks multiple ways to support their own development and that of their team * Prioritises the learning and development needs of individuals and teams to meet the role requirements * Undertakes continuous professional development to meet the needs of their role and to provide best practice service |