**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
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| **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.
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| **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
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