

Want to work for trailAddiction?

As an expanding company, trailAddiction is always looking to recruit new enthusiastic and talented individuals to join our ever-growing team.

NO CURRENT VACANCIES FOR THE 2016 SEASON. However if you would like to express an interest in any of the roles below, we'd be glad to add you to our recruitment list and will contact you if a suitable role becomes available . Please email us on HR@trailaddiction.com specifying which role(s) you would consider, and include a brief summary letter to tell us why you would be a suitable candidate.

The roles we have available broadly fall into 4 categories:

- 1) Chalet Chef - **NO CURRENT VACANCIES**
- 2) Chalet Host - **NO CURRENT VACANCIES**
- 3) Bike Mechanic and Transfer / Uplift Driver - **NO CURRENT VACANCIES**
- 4) Trainee Alpine Mountain Bike Guide (*optional* Chalet Host Job Share) - **NO CURRENT VACANCIES**
- 5) Experienced Mountain Bike Guide - **NO CURRENT VACANCIES**

For all roles you'll need to be available to be in the French Alps from early June to mid-September.

To become a trailAddiction guide, you'll need to complete our intensive training period – we pride ourselves on having the most knowledgeable and experienced guides in the industry and this takes time to achieve – in most cases, almost an entire season.

To this end many of our current guides have joined the company for their first season as a chalet host or Bike Mechanic / Driver, then progressed to guiding full-time in their second season. In fact in recruiting all staff, we look for potential to progress to become a guide and all new recruits are offered this training opportunity during their first season.

In all roles there are at least 1 ½ full days off per week, and is plenty of time to go our riding for a minimum of several hours, most days. High quality chalet accommodation and all catering are provided, as is your season lift pass and access to heavily discounted bikes and hardware through our sponsors.

Our pay rates are generous for this industry and increase rapidly to become the best in the business for experienced staff who return for second and third seasons, with opportunities to progress to a management role and/or off-season flexible remote working. Some of our staff have now worked for us for 10 seasons or more!

What are we looking for in new staff ?

Most importantly, a passion for mountain living and an open and friendly personality. You must be a team player – you'll be living and working intensely with a great team of people, but its very much work-hard, play-hard and you are rarely completely 'off duty' and fully away from our customers. You should be sociable and enjoy meeting and mixing with new people – as happens each week as our guests come and go. Previous relevant experience is of course beneficial, but the right attitude and enthusiasm to work with us, is even more important.

Basic Requirements

You need to be available to come to the Alps from Mid-June to Mid-September minimum, with

no holidays planned during that period.

You must be eligible to work legally in the EU (EU passport) and **hold a valid UK National Insurance Number**, or already be an established self-employed contractor in a similar line of work in any other European country.

Staff Benefits

We offer excellent progression opportunities including management and all-year-round employment for the best people who demonstrate commitment to our company, its customers and our ethos.

In addition to highly competitive pay rates (probably the most generous in the industry), we offer a great social environment and plenty of fun times. As a medium sized operator, we're small enough to get to know all our staff personally – but large enough to make our own fun! (In-season our full-time team is around 20-people strong).

Full Season Access-All-Areas Lift Pass

Public Liability Insurance

Very High-standard Staff Chalet accommodation

Full Catering Provided

Travel to/from the UK (staff minibus)

Access to heavily subsidised bikes, clothes & components (Min 50% off RRP)

Option on Mates-Rates Holiday Deals

End of Season Cash Bonus & Staff Mini-holiday

All tips earned are 100% yours to keep!

Guaranteed pay increase of minimum 30% for returning staff (Season 2 & 3)

How to Apply

If you'd like to apply for any of the above roles and think that you could be the right man or woman for the job, please send your CV, along with an email covering note **highlighting why you think trailAddiction is for you** (and specifying which role(s) you are interested in), to HR@trailAddiction.com.

We accept applications throughout October to May, for the following season. You are welcome to apply early (e.g. July/August/September) for the following season, if you wish to register an early interest. Generally speaking we begin our annual interview process in January and most roles will be filled by April – though an occasional last-minute spot may become available due to injury or staff attrition.

About the Roles:

1) Experienced Chalet Chef

Full responsibility for the catering and general running of one chalet of up to 20 guests.

You will have one full-time assistant (chalet host) who will work under your supervision.

You will be given guidance and support by both the resort head chef and the resort manager who are on-site daily. However you will be the master of your own kitchen and all meals. You will be given a company credit card and are directly responsible for managing food costs to the company budgets.

You are also responsible for the general running of the chalet, including daily cleaning and weekly changeovers (extra staff on site Saturdays, to assist with changeovers).

Duties include:

Menu Planning and Weekly shopping trip.

Food Budget management and book-keeping.

Summer set-up of chalet, post-season deep-clean

Daily room & ensuite clean and shared area cleans

Weekly deep-clean of entire chalet

Weekly hygienic clean of kitchen and food prep area

Management of changeover day - including delivery and budget management of external laundry service

Daily check maintenance of Jacuzzi / sauna / steam room etc. including maintain to relevant health and safety standards

Arrivals and welcoming of guests, assisting them as required during their stay.

Food planning, budget and complete weekly shop manage food to within set budgets based on customer volumes.

Make customer packed lunches each morning.

Support chalet manager in non-biking customer liaison (e.g. arrangement of activities on customer day off)

Minor running repairs / maintenance of chalet as required (shared with chalet manager)

Well organised individual, comfortable in speaking at dinner to group of 20 guests.

Sociable and polite in a customer service role - Patient and outwardly positive even in frustrating or difficult situations

2) Chalet Host

Assist our Chef in providing a Catering service for all customers and additionally some trailAddiction guiding staff

Summer set-up of chalet, post-season deep-clean

Daily room & ensuite clean and shared area cleans

Weekly deep-clean of entire chalet

Weekly hygienic clean of kitchen and food prep area

Management of changeover day - including delivery and budget management of external laundry service

Daily check maintenance of Jacuzzi / sauna / steam room etc. including maintain to relevant health and safety standards

Arrivals and welcoming of guests, assisting them as required during their stay.

Food planning, budget and complete weekly shop – assist chef to manage food to within set budgets based on customer volumes.

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Support chalet manager in non-biking customer liaison (e.g. arrangement of activities on customer day off)

Minor running repairs / maintenance of chalet as required (shared with chalet manager)

Well organised individual, comfortable in speaking at dinner to group of 20 guests.

Sociable and polite in a customer service role - Patient and outwardly positive even in frustrating or difficult situations

Regular liaison / "right hand man" of resort manager - first point of contact for each chalet-related issues.

3) Bike Mechanic / Driver

Need to have full UK / European Driving License. Need to be comfortable / competent in driving 9-seater minibus in RHD environment with trailer attached. (Training provided).

Very competent in Bike Mechanic skills and can demonstrate this.

Well organised individual, comfortable in speaking at dinner to group of 20 guests.

Sociable and polite in a customer service role - Patient and outwardly positive even in frustrating or difficult situations

Average 3 days driving per week (flexible - some weeks more than others eg early season Backcountry weeks driving part-time for most days)

2.5 hrs. mechanic work every evening including running the customer spare parts shop

General tidiness and responsibility for workshop and bike storage area, all tools and TA equipment etc. This involves servicing customer bikes and regular maintenance of the company hire bike fleet.

1 hour per evening general chalet rep work (sorting groups out and backcountry trips, maybe going to hospital if someone is hurt, being the "go to" for all customers and other guides for any organizational issues).

Help chalet staff do weekly shopping trip (and drive van to supermarket)

Collate customer feedback every week and collate guide ratings into summary sheet - hand back to Resort manager every week in advance of staff meeting

Order lift passes / collect money / pick up and distribute lift passes on first day

Welcome speech on guests first night and daily updates to guests after dinner

Generally be available as the first point of contact during off-bike time for all guests

Regular liaison / "right hand man" of workshop manager.

Driver / standby for chalet staff night off (runs to la vache restaurant) and for Friday night

Clean Van inside and once per week on a Friday afternoon or early Saturday (before Saturday transfer)

Be personally responsible for van throughout the season, and sole key-holder / driver

minor running repairs / maintenance of chalet as required (shared with chalet hosts)

4) Trainee Alpine Mountain Bike Guide – minimum 2-season commitment*

For aspirant guides wishing to develop their experience and skills in a real alpine environment, this limited opportunity offers unparalleled access and experience to complete your logged guiding hours that are required for your MIAS / MBLA guiding qualifications.

This is a challenging but highly-rewarding role which allows you to get an incredible amount of quality mountain biking done, whilst interacting with scores of people with a similar interest. If your application is successful, you'll be joining a fun team of passionate mountain people, and your home will be in the centre of possibly the best biking location on the planet.

After an initial intensive training period (min 3-4 weeks), you will be expected to take on the responsibility of guiding a group of mountain biking clients for 8 hours per day, 5 days per week – supported by a senior guide. Only the most exception candidates will be asked to lead a group (on their own) without the support of a senior guide, *before* the end of your first season with us (*but in this event you would be paid accordingly, as a working guide*).

The trainee guide role is unpaid (but all standard benefits still apply, see above). Opportunities also exist for a job-share role: With 3 days (paid) chalet support work per week, leaving 4 days (unpaid) to concentrate on your guide training and development programme. Please indicate your preference for this option at the time of application.

In order to apply, you MUST:

- Possess a recognized European mountain bike leader's qualification (or have already booked the training course to achieve this qualification, before end of April). [MIAS L2, SMBLA TCL, BC L2, CTC]
- Hold a European passport and a valid UK National Insurance Number**
- Possess recognized first-aid certification (or be able to one)
- Possess a driving license
- Have extensive experience of navigating and riding in natural, wild & mountainous terrain
- Have good map reading skills and a general high-mountain awareness
- Have at least a moderate level of proficiency in bike maintenance and repair
- Be available to be in France and work from early June to mid September
- Be friendly, sensible, hard-working... and absolutely passionate about riding bikes with others!

Preferable but not mandatory... ideally you:

- Possess a diploma or qualification in French language (GCSE, etc)
- Have previous experience of leading groups in mountainous or wilderness terrain
- Have experience of driving left-hand drive vehicles or on the continent
- Have extensive experience in bike mechanicing, including specific tasks (brake bleeding, gear tuning, etc.)

***IMPORTANT – 2 YEAR COMMITMENT REQUIRED FOR TRAINEE GUIDE ROLE**

trailAddiction will invest a significant effort into your training during your first season. Therefore applications only accepted be considered from those who can demonstrate a minimum 2-season commitment to working for trailAddiction. **You will be required to submit a 300 GBP deposit on signing the training contract, which will be held in trust by trailAddiction and repaid in full on completion of the first 4 weeks of work in your second**

season at trailAddiction.

**Applications can also be considered from Alpine guides with previous experience as self-employed guides in any country within the EU.

5) Fast-Track Mountain Bike Guide

For exceptional candidates with prior professional MTB guiding experience – we'd love to hear from you. It is critically important that you have an extensive knowledge of trails and transport logistics, as well as trailAddiction's high standards of service, before you are able to lead a group.

Applicant requirements are similar to the trainee-guide role as listed above, plus the ability to demonstrate professional experience in leading groups in wilderness terrain.

On successful application, a bespoke fast-track training and trail orientation programme would be agreed, with a view to have you guiding our groups with full autonomy, as soon as possible.