



14 Turnham Green Terrace Mews | London | W4 1QU

Operations Support Executive Job Description

Department:	EU Operations
Location:	Remote, Landry Office and EU resorts
Start Date:	September 2026
Duration of Contract:	Permanent CDI
Requirements:	Fluent French (both spoken and written) Driving licence Right to work in France

Job Introduction/Objectives:

As a key member of the Central Overseas Team, you will play a vital role in ensuring the successful planning, preparation and delivery of Skiworld's winter operations across the French and Austrian Alps.

Working throughout the year, you will provide operational support across resort logistics, staff accommodation, supplier relationships, property management and guest services, helping to ensure that every winter season is delivered safely, efficiently, cost-effectively and to the highest possible standards.

You will work closely with colleagues in France and the UK, acting as an important link between resort teams, property owners, suppliers and head office departments.

Overall Responsibilities

- Working with the Operations Support Manager, to coordinate the year-round preparation of Skiworld's overseas operations, ensuring projects are completed accurately and within agreed timescales.



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- To develop and maintain strong professional relationships with property owners, lift pass companies, ski schools, contractors and suppliers, ensuring effective communication and excellent service.
- To manage the contracting and administration of staff accommodation, lift passes and associated operational services, ensuring all information is accurate and communicated effectively to relevant departments.
- To support the ongoing management of Skiworld properties, ensuring accommodation remains well maintained, compliant and ready for both staff and guest occupation.
- To coordinate seasonal stock purchasing, distribution and operational equipment required for the successful delivery of the winter programme.
- To participate in transfer operations, which will include operating a transfer hub on transfer days.
- To support Area Managers and resort teams throughout the season by providing operational guidance, resolving issues and coordinating assistance where required.
- To monitor maintenance systems, ensuring reported issues are followed through to completion and that property standards remain consistently high.
- To be an active part of property handovers, hand-backs and resort visits, ensuring company standards are maintained across all operational areas.
- To contribute towards continuous improvements in operational processes, documentation and systems by identifying opportunities to improve efficiency and service delivery.
- Working as part of the Central Overseas Team, to undertake any additional operational responsibilities required to ensure the successful delivery of Skiworld's overseas programme.

Other Responsibilities

- To perform such other duties as may be reasonably required from time to time.

This Role Would Suit

The ideal candidate will be fluent in French, a confident communicator and highly organised, with strong administrative skills and excellent attention to detail. They will be accurate, reliable and able to work independently, while also being a proactive and practical team player. They will be available to work one transfer day per weekend and comfortable working flexible days and hours around the start and end of the winter seasons.



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Working Hours

WINTER - The role requires flexibility in working hours during the winter operational season, particularly on transfer days, when travelling, and during other busy periods. The role also includes being on call outside normal working hours when required.

During the operational winter season, the working pattern is five days per week, including one transfer day and two days off.

SUMMER - The job involves working 5 days a week, 7 hours per day with standard office hours of 09.00 – 17.00.

Why Join Skiworld?

Founded in 1982, Skiworld is one of the largest ski holiday operators in the UK. We offer almost 300 different properties in Europe and North America, ranging from budget-conscious apartments to truly luxurious chalets and hotels. As a fully ABTA and ATOL bonded tour operator we package our holidays with flights and transportation to provide our customers with the peace of mind they deserve when going on holiday.

What does it take to turn a good ski trip into a great ski holiday? The people! From our chalet hosts in ski resorts all over the Alps to our finance or marketing teams in our London headquarters, we are all united in our support of each other. You don't have to be a skier or snowboarder before joining the Skiworld team, we'll soon have you addicted. Snow is our focus after all – we are solely a ski holiday company, UK owned and UK based, with a mission to provide opportunities to ambitious individuals like you, looking to develop your skills and achieve career success.