



## **Programme Intern** **Our Chalet World Centre**

### **ROLE DESCRIPTION**

**Responsible to:** Deputy World Centre Manager – Programme

**Location:** Our Chalet World Centre

One of WAGGGS's (World Association of Girl Guides and Girl Scouts) World Centres, Our Chalet is an international gathering place for members, families and friends of the World Association of Girl Guides and Girl Scouts, providing opportunities to meet and share experiences.

Our Chalet offers international events, seminars and tailor-made programme as well as international volunteer and career opportunities in a residential environment.

**Programme:**

Our Chalet is situated close to a Swiss Alpine village at 1350m altitude. The programme includes activities such as hiking, climbing, abseiling (rappelling), skiing (among others), in order to develop skills in outdoor leadership, and to provide opportunities to grow through personal challenge in an outdoor environment.

It also hosts international leadership seminars annually providing opportunities for all WAGGGS Member Organisations to meet in an environment to develop international friendship and support for the Global Action Theme (GAT) *'Together we can change our world'*.

**Role Type:** **3 to 6 months**, with the possibility to extend up to 12 months (depending on visa restrictions).



## **WAGGGS Intern Programme Objectives**

The objectives of Our Chalet's Intern Programme are the same as outlined by the World Centres Committee for any World Centre volunteer:

- Gain valuable work experience and life skills such as leadership
- Learn about WAGGGS, its MOs, themes, projects, regions and World Centres
- Share the international friendship that Girl Guiding and Girl Scouting offers
- Support WAGGGS by helping the Centre operate effectively
- Participate/facilitate in activities or workshops relating to community leadership or advocacy
- Experience the unique culture of Switzerland, through its traditions, history and people
- Gain an international experience, learning about different cultures through the diversity at the Centres
- Be prepared to represent WAGGGS and be more involved in your own MOs

Our Chalet's Intern Programme is supported by the personal feedback and evaluations the Programme Intern (PRI) will participate in at least three times during the term.

## **Main Purpose of the Role**

Support the Programme Manager in creating, planning, delivering and evaluating Our Chalet's programmes and events in accordance with Our Chalet's aims and objectives, as reflected in the operational plan and the mission and vision of WAGGGS.

## **Key Tasks and Responsibilities**

To support the Senior Management Team to plan, implement and evaluate Our Chalet's programme events, seminars and other international events incorporating WAGGGS goals and themes.

## **Programme Delivery**

- To take a lead role in delivering outdoor educational programmes.
- To maintain / improve programme materials and equipment including its storage.
- To assist with the training of staff / volunteers so they may lead programme activities.
- To ensure guests are provided with all relevant programme information prior to and during their stay.
- To ensure programme activities comply with all health and safety regulations as required by Swiss legislation and WAGGGS by all guests, staff and volunteers.
- To support volunteers in learning to lead programme independently
- To lead and coordinate the day-to-day running of day and evening programme, including the running of programme meetings



### **Programme Administration**

- To deal with correspondence relating to all programme events: information and guest programme activity bookings for all seasons in a timely manner.
- To contribute programme information to the centre's quarterly and annual Performance Related Indicators.
- To assist with supplier bookings as required during the season.
- To take charge of welcoming and informing programme guests about their programme bookings upon arrival.

### **Programme Promotion / Public Relations**

- To provide input to promotional material that meets the requirements of WAGGGS on programme events for the Our Chalet website, Our Chalet newsletters and other WAGGGS publications.
- To build on and sustain the network of contacts within WOSM, WAGGGS and suppliers used during programme events.
- To represent Our Chalet and WAGGGS when necessary.

### **Other**

- To serve as 'staff member on duty'.
- To support long term staff with First Aid responsibilities as required.
- Occasionally to cover Reception and ensure all enquiries are met with a high standard of customer service.

Please note that in order to meet the needs of Our Chalet, the specific requirements of this position may develop and the post holder is expected to undertake any other duties which may be required.



## Programme Intern Our Chalet World Centre

### APPLICANT SPECIFICATION

Competency	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>At least 20 years old</li> <li>Completed at least secondary level education</li> <li>First Aid Certificate</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in and a passion for outdoor activities (in both Winter and Summer seasons)</li> <li>Experience leading groups, particularly in the outdoors</li> <li>Customer Service experience</li> <li>Work experience with high customer service standards</li> <li>Girl Guiding / Girl Scouting experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience supervising others</li> <li>Have an understanding of WAGGGS and the World Centres</li> <li>Girl Guiding / Girl Scouting experience at a national or international level</li> <li>Knowledge of Our Chalet</li> <li>Experience of working in an international team</li> <li>Experience of working in a residential environment</li> <li>Knowledge of environmental issues and leadership development</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>High computer literacy including experience with Microsoft Office (Word, Excel, Outlook)</li> </ul>	<ul style="list-style-type: none"> <li>Set-up and use of basic technology: laptops, projectors, sound equipment</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>Excellent communicator with the ability to effectively inform a wide range of people from different backgrounds and cultures</li> <li>Awareness and sensitivity to different styles of communicating</li> <li>Patient and friendly attitude</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of the importance of timely, open and constructive communication, internally and externally</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>Excellent written and spoken English</li> </ul>	<ul style="list-style-type: none"> <li>Written and spoken German</li> <li>Any additional foreign language skills</li> </ul>
<b>ATTITUDES</b>		

#### Our Chalet

Hohliebweg 1, CH 3715, Adelboden, Switzerland

t: +41 (0) 33 673 12 26 f: +41 (0) 33 673 20 82 e: info@ourchalet.ch



	<ul style="list-style-type: none"> <li>• Able to maintain a positive working environment for all staff and volunteers</li> <li>• Positive and proactive approach to challenges and the intern role</li> </ul>	
<b>ABILITIES</b>		
	<ul style="list-style-type: none"> <li>• Willingness to learn on the job</li> <li>• Willingness to be flexible and patient in a constantly changing and challenging environment, and an empathic and helping attitude towards people</li> <li>• Ensure the highest standards of customer service to all visitors</li> <li>• Be able to relate to people of all ages and cultures</li> <li>• Flexible and adaptable to different situations, events, and guest requests</li> <li>• Able to work long hours</li> <li>• Emotional maturity</li> </ul>	<ul style="list-style-type: none"> <li>• Able to efficiently manage personal stress levels</li> </ul>
<b>ELIGIBILITY TO WORK</b>		
<ul style="list-style-type: none"> <li>• Applicant needs to currently be or in the recent past have been an active member of a Member Organisation of WAGGGS or National Scout Organisation of WOSM.</li> <li>• The position is subject to visa restrictions. Applicant must be able to acquire a Swiss volunteer or Schengen visa and should preferably hold a passport of one of the countries of the European Union</li> </ul>		



## **BENEFITS**

### **Benefits of internship at Our Chalet**

- Providing learning opportunities to gain valuable work experience
- Travel Scholarship (to and from Our Chalet combined) up to CHF 500 (more financial assistance may be available on request to the World Centre Manager)
- Full Comprehensive health insurance is provided during your stay
- Full Board and Lodging in a shared accommodation will be provided by Our Chalet
- Laundry facilities and linen are provided
- Wireless internet access is available
- Uniform is provided
- Up to 9 days off per month
- Learning about different cultures, customs and countries
- Learning new life skills such as work ethics, leadership and communication skills, trying new activities outdoors and living in an international environment
- Learning about self, about others, about the environment and needs of the society
- Learning about WAGGGS, WOSM and the World Centres
- Support from Long term staff team in planning and delivering personal projects
- Support from Long term staff in gaining wide working experience
- Staff days out and other social outings

### **How to Apply**

The application consists of two parts. You will need to submit the **Word Centers Volunteer and Intern Application Part A** and **Part B**. Both forms are available on our website [www.ourchalet.ch](http://www.ourchalet.ch)

Email your application to: [volunteers@ourchalet.waggggs.org](mailto:volunteers@ourchalet.waggggs.org)