

**GOODWOOD**

**The Role**

**The Assistant Leisure Manager will** be part of **The Health Club** and report to **The Leisure Manager**

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

Responsible for the smooth daily and weekly operation of the Health Club whilst managing and developing the Leisure team and Duty Manager in order to create and deliver amazing customer experiences in line with the Goodwood brand standards.

**Key responsibilities**

* To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring that the Health Club team receive the relevant training and development in order to achieve this consistently;
* To lead by example by offering excellent levels of service and professionalism and supporting the

team to develop their customer service skills on reception;

* To ensure that there is clear, consistent and two-way communication within the team;
* Required to complete relevant training on the e-learning system and responsible for ensuring the

team of leisure attendants and front of house assistants complete their training and refresh training in a timely manner;

* To create, organise and maintain a refresher training program
* Organise the rota for all Leisure and Front of House teams, ensuring a standard that best supports the club within budget and utilising budget.
* To be proficient on the payroll system and ensure teams shifts are up to date
* Assist in the recruitment and delivery of new starter inductions within the club.
* To ensure and oversee all daily operational standards and paperwork are completed to a consistently high and carry out regular checks and auditing of the club.
* Assist in all documentation for standards, audits and H&S are updated regularly in line with standards.
* Monitor and support the Health Club Leisure Manager in the Health & Safety of the department

including risk assessments, COSHH and daily checks.

* Assist in the delivery of practical induction journey within the club, ensuring all members are practically engaged. Actively encourage the Wellbeing Kickstart
* Ensure that records are maintained up to date of training and refresher training
* To help monitor and evaluate performance of the leisure and front of house team providing feedback and implementing improvements as needed.
* To help manage budgets, control expenses and maximize revenue through efficient resource allocation and innovative strategies.
* To oversee stock control, ensuring all supplies and equipment are adequately stocked and maintained
* To build and maintain relationships with vendors, partners and local businesses to enhance service offerings.
* To stay updated with industry trends and innovations, suggesting new ideas to enhance the facility and services
* Work closely with other departments within the Hotel such as food and beverage, housekeeping, M&E and Hotel front desk to ensure cohesive guest experience
* Assist in the development and implementation of policies and procedures to ensure consistency
* Manage customer feedback effectively to ensure continuous service improvement.
* Ensure all till and cash-up processes are accurate and complete cash handling.
* Work with the membership teams to ensure smooth customer journeys for all members and

prospects.

* Assist in Studio emergency when the Studio Co-Ordinator is absent
* Ensure all daily operational standards and paperwork are completed to a consistently high and carry out regular checks and auditing of the club.
* To assist and support the Health Club Leisure Manager in a ‘preventative maintenance programme’ to ensure maintenance issues are reported and resolved in a timely manner.
* To assist in the development of the Health Club Duty Manager
* Manage customer feedback effectively to ensure continuous service improvement.
* Complete all relevant requests from the Health Club Leisure Manager.
* To be on call when assigned, and also be the point of call when the Health Club Leisure Manager is absent.
* Flexibility is required for this role with regards to the rota, this will be for training and staff absence purposes.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* Strong leadership abilities
* A sense of fun!

**What do you need to be successful?**

* A Lifeguard qualification would be advantageous
* An NVQ Level 2 Gym Instructor
* Pool Plant Operator course (PPO)
* Ability to quickly and effectively resolve issues as they arise
* Commitment to providing outstanding service to customers