

**GOODWOOD**

**The Role**

**Health Club Duty 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 operation of the Health Club whilst managing and developing the leisure team 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;
* Be on call to assist the team
* Help train and complete refresher training with the team.
* Motivate and create great working environment for the team ensuring their wellbeing in the workplace in great also assist the team in completing their objectives
* Help with recruitment and the induction processes;
* Call and assist with customer complaints and comments.
* Ensure pool plant rooms are clear safe working environments in line with guidance.
* To ensure that there is clear, consistent and two-way communication within the team;
* Conduct relevant, inspirational regular training in customer service and operational. This includes the supporting the E-learning system.
* Responsible for the Health & Safety of the department including risk assessments, COSHH and
* Complete daily checks and monthly audits to ensure the club remains at the best possible standard.
* Responsible for all areas, the equipment in this area and the suppliers used to maintain these areas. This includes, Tennis Courts, Indoor Studio, Garden studio, Oaks Studio, Gym and all pool plant.
* Ensure all above areas are kept to a high standard at all times.
* Actively engage with prospective and current members through social channels, ensuring relevant
* content is targeted to relevant audiences;
* To effectively manage a ‘preventative maintenance programme’ to ensure maintenance issues are reported and resolved in a timely manner. This including raising to external support systems such as Prem Core, Technogym and Precor.
* Assist in Studio emergency when the Studio Co-Ordinator is absent
* Complete all relevant requests from the Health Club Leisure Manager.
* Working closely with the housekeeping team to ensure that there are clear processes in place with regards to towel stock and cleaning requirements, including rapid response to unplanned incidents;
* 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
* A sense of fun!

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

• A Lifeguard qualification would be advantageous

• An NVQ Level 2 Gym Instructor - Desired

• Pool Plant Operator course (PPO) - Desired

• Ability to quickly and effectively resolve issues as they arise

• Commitment to providing outstanding service to customers