

**GOODWOOD**

**The Role**

**Health Club- Duty Manager will** be part of **The Health Club** and report to the **Health Club and Spa 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;
* To monitor, set and review objectives in line with the performance review and induction processes;
* 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 these area and the suppliers used to maintain these areas. This includes, Tennis Courts, Indoor Studio, Garden studio, reception, Gym and all pool plant.
* 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;
* Working closely with the Housekeeping Manager, to ensure that there are clear processes in place with regards to towel stock and cleaning requirements, including rapid response to unplanned incidents;
* Responsible for running the ‘swim school.’

**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?**

* **Pool Plant Qualification**
* **Swimming Qualifications- Desired**
* **Leisure Qualifications- Desired**

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Taking Personal Responsibility | 2 |
| Communication and Trust | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 2 |