

**GOODWOOD**

**The Role**

The **Exercise and Performance Lead** will be part ofthe **Health Club & Spa team** and report to the **Retreat Operations & Special Events Manager.**

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**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 Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

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

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| --- | --- | --- | --- |
| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

The purpose of this role is to lead and inspire a team of Personal Trainers and Gym Attendants, driving excellence in fitness service delivery and team development. With a strong foundation in personal training and group exercise, the role is responsible for cultivating a positive and professional environment, ensuring consistent achievement of business KPIs, and delivering exceptional member experiences in line with Goodwood brand standards. This role also supports operational excellence across gym facilities and offers opportunities for personal growth through client engagement and wellbeing initiatives.

**Key responsibilities**

* Lead, inspire, and develop a team of Personal Trainers and Gym Attendants.
* Conduct regular, engaging team training sessions to ensure consistency and professionalism.
* Drive business growth by achieving monthly KPIs and supporting the development of the PT team.
* Deliver and support gym floor classes, ensuring high-quality instruction and engagement.
* Provide exceptional customer service to all members and guests, aligned with Goodwood brand standards.
* Assist the Operations Manager in maintaining cleanliness and upkeep of all gym areas and equipment.
* Support and participate in additional wellbeing projects through pre-approved overtime.
* Build and manage a personal client base through 1:1 and group training sessions, with the opportunity to increase earnings.
* Lead, inspire, and develop a team of Personal Trainers and Gym Attendants.
* Inspire and educate members in new fitness trends, staying competitive in the local area and exciting space for new members.
* Conduct regular, engaging team training sessions and meeting to ensure consistency and professionalism.
* Work with inductions and check-up Technogym equipment for secondary spend and new member engagement.
* Drive business growth by achieving monthly KPIs and supporting the development of the PT team and secondary spend training program.
* Deliver and support weekly gym floor classes, ensuring high-quality instruction and engagement. Including cover and consistency of these classes.
* Actively work with and collaborate with the other external wellness practitioners to ensure that members are fully supported with their wellness journey.
* Be available and attend members gathering for promotional requirements.
* Provide exceptional customer service to all members and guests, aligned with Goodwood brand standards.
* Assist the Operations Manager in maintaining cleanliness and upkeep of all gym areas and equipment.
* Support and participate in additional wellbeing projects through pre-approved overtime.
* Build and manage a personal client base through 1:1 and group training sessions, with the opportunity to increase earnings.

**Qualities you will possess**

* A minimum Level 3 Personal Trainer qualification with extensive industry experience.
* Proven experience in hiring, training, and leading fitness teams.
* Broad knowledge of various training styles, including group exercise and functional fitness.
* A proactive, self-sufficient approach with a passion for health and fitness.
* A positive, can-do attitude with a strong sense of fun and team spirit.
* A natural ability to create an uplifting and motivating work environment.
* 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 3 or 4 in Personal Training is an essential requirement
* Experience in team management