

**GOODWOOD**

**The Role**

The **Facilities and Activity Coordinator** will be part ofthe **Health Club & Spa team** and report to the **Health Club & 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 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**

Responsible for the operations of the Health Club whilst managing and developing the team leisure attendant’s and Receptionists.

**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 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;
* Required to complete relevant training on the e-learning system and responsible for ensuring the team of Therapists complete their training in a timely manner;
* To be up to date in relation to competitor awareness by carrying out industry research and reporting relevant findings and recommendations for Goodwood;
* Responsible for the Health & Safety of the department including risk assessments, COSHH and daily checks;
* Responsible for the delivery of practical induction journey within the club, ensuring all members have the correct H&S induction and practically engaged. Actively encourage social fitness initiatives (such as master classes, local events, team events and clubs);
* Actively engage with prospective and current members through social channels, ensuring relevant content is targeted to relevant audiences;
* To ensure daily operational standards are consistently high and carry out regular checks and auditing of the club.
* Ensure all till and cash-up processes are accurate and complete cash handling.
* To effectively manage a ‘preventative maintenance programme’ to ensure maintenance issues are reported and resolved in a timely manner;
* Responsible for achieving KPIs that are linked to the overall profit and loss of the Health Club & Spa which are set by the Manager (including managing the monthly payroll, facility costs and customer satisfaction results);
* 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 plant room and poolside operations by ensuring the team are fully trained and briefed;
* 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?**

* A Lifeguard qualification would be advantageous;
* An NVQ Level 3 or 4 in Personal Training is an essential requirement
* Pool Plant operator course (PPO)

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 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |