

**GOODWOOD**

**The Role**

The **Health Club Porter** will be part of the Health and Wellbeing team and will report to the Leisure Operations 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 Derring-Do Obsession for Perfection Sheer Love of Life**

|  |  |  |  |
| --- | --- | --- | --- |
| 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 ensuring the Health and Wellbeing facilities including wet side facilities are clean and well maintained at all times. Assisting members and guest promptly with all Health Club and Spa matters.

**Key responsibilities**

* Deliver superb customer care and demonstrate excellent attention to detail, demonstrating an awareness of health and safety and providing a duty of care to all customers;
* Ensure that all housekeeping tasks are completed in a timely manner and to a high standard;
* To clean and prepare a range of areas within the facility.
* Ensure that designated areas are presentable and consumables well stocked at all times, communicating any outstanding jobs to your colleagues and line manager;
* Ensure all verbal and written correspondence is accurate and timely for members and guests. .
* Be responsible for the reporting of any maintenance issues using the relevant procedures;
* To undertake any other duties as reasonably requested to do so by your line Manager
* Be responsible for a maintaining the Health Club changing rooms to the highest standard
* To demonstrate an awareness of Health & Safety and report any hazards, security risks or snagging as soon as possible
* To be responsible for maintenance of the air con filters
* Ensure the cleanliness and maintenance of the drains
* To ensure that the Sauna and Steam room are clean and maintained to the highest standard
* To be responsible for the panic alarm checks
* To ensure that dirty towels are removed and replaced with new towels
* To maintain cleanliness of the windows and signage around the facility
* Be responsible for a variety of tasks, including removing waste to checking stock and updating stock.
* Ensure chemicals are used and stored correctly

**Qualities you will possess**

* Passion for what you do with bundles of enthusiasm
* 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 calm demeanor, plus you'll be extremely reliable
* Confident communicator
* High standards of cleanliness and organisation
* A proven track record delivering great customer service is essential
* Proven experience in industry working in Health and Wellbeing environment
* Ability to create and maintain relationships to encourage repeat clients
* Fluent in spoken and written English
* Flexibility to be able to work evenings and weekends as per the needs of the business
* Be well presented at all times