

**GOODWOOD**

**The Role**

The **Health Club Duty Manager** will be part of theGoodwood Health Club team and will report to the **Leisure Operations 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**

* 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 ensure that there is clear, consistent and two-way communication within the team; ensuring regular team meetings.
* Required to complete relevant training on the e-learning system and assist in team training.
* Assist in the delivery of new starter inductions within the Club.
* Ensure the software systems for front of house are accurate for team and guests
* Support the Leisure Ops manager in the Health & Safety of the department including risk assessments, COSHH, daily checks and audits/
* Assist in customer feedback effectively to ensure continuous service improvement.
* Ensure all till and cash-up processes are accurate and complete cash handling.
* Ensure all events are paid for in advance and the booking process is correct.
* Work with the membership teams to ensure smooth customer journeys for all members and prospects. Complete membership tours when required.
* Ensure all daily operational standards and paperwork are completed to a consistently high and carry out regular checks and auditing of the club.
* Complete the Rota ready for the Leisure Operations Manager. Handle any shifts changes. To be on call when assigned and be the point of call when the Operations Manager is absent.
* Flexibility is required for this role regarding the Rota, this will be for training, covering the Ops Manager and staff absence purposes.
* 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;
* Ensure that designated areas are presentable and well stocked at all times, communicating any outstanding jobs to your colleagues and line manager;
* Carry out regular health and safety checks including pool water tests;
* Be responsible for the weekly stock take of club consumables.
* To undertake any other duties as reasonably requested to do so by your line manager.

**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?**

* Level 2 fitness instructor qualification or above
* A RLSS life saver qualification would be advantageous.
* Pool Plant Operations Qualification
* Experience in team management