

**GOODWOOD**

**The Role**

The **Health Club Manager** 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**

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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**

Health Club Manager will be responsible for ensuring seamless daily delivery of the Leisure, Spa and Membership areas. Working to ensure an exceptional experience for the members and hotel guests.

**Key responsibilities**

* Responsible for monthly P&L performance across Spa, Leisure and membership.
* To ensure membership and operations are aligned ensuring feedback and complaints are handled swiftly, responsibly and affectively.
* To control all costs relating to the spa and Health Club operation whilst not compromising the customer experience. Work within budget focusing particularly on payroll, maintenance, spa schedule optimization and secondary spend targets
* To achieve high levels of member satisfaction monitored through member retention, ongoing feedback, and an annual survey.
* Ensure new member journey is fully optimized with pitstops and new member calls to reduce turnover.
* Understand and investigate retention and leaver reasons ensuring we are growing and evolving in standards and products
* To ensure the business is safe and clean at all times and that health and safety records are up to date
* To ensure all staff training in all areas is up to date and refresher training is scheduled.
* To be responsible for managing Rota Horizon and iTrent systems for inputting staff roster and managing/administering working hours.
* To deal with all complaints related to the Health Club and Spa
* To lead, support and motivate operation managers, Duty Managers, leisure attendants, receptionists, Therapists and Instructors and make sure all are fully trained to do their roles effectively. Ensure team development is a focus and future rising stars are nurtured.
* To work a variety of shifts in accordance with the business needs including Bank Holidays, weekends and evenings.
* To delegate management responsibility appropriately to other members of the management team in your absence
* To drive the departments to consistently achieve all financial targets on a monthly basis
* To oversee an effective, daily cleaning program, working closely with the House keeping manager and night team.
* Ensure yield management in line with strategy and focus on joining fee collection and direct debit rejects are collected in a timely manner.
* Responsible for Safe pool side working practices and plant room management.
* Ensure high standard of treatments and reach budgeted retail targets in the spa.
* To have a good working knowledge of the Health Club computerized system (Premier Core) ensuring all outstanding tickets are monitored and raised where necessary to ensure they are rectified in a timely manner to not impact the business.
* To proactively work with other Department’s within the Hotel fully supporting the team during flagship events.
* As HOD to attend all meetings and training requested by your manager
* Manage relationships with external contractors and freelancers.
* To demonstrate an awareness of Health & Safety and report any hazards, security risks or snagging as soon as possible
* To be knowledgeable about the facilities, products, marketing and events for the Spa as well as the wider Estate

**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
* Excellent communicator
* Commercial awareness
* A passion for training and developing people
* A presence to lead and inspire a team
* Cost control management skills
* Good negotiation skills

**What do you need to be successful?**

* A calm demeanor, plus you'll be extremely reliable
* Complaint handling experience would be desirable
* 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
* Competent with IT systems, including Microsoft Office, email and diary management systems
* Desired experience in Premier Core
* Desired fitness qualification level 2 minimum
* Desired Pool Plant Operator course.
* 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