

**GOODWOOD**

**The Role**

The **Health and Wellbeing Retreat Coordinator** will be part of Health and Wellbeing at Goodwood and will report to the **Head of Health and Wellbeing**

**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**

Curate exceptional retreat journey’s for all guests. To be a senior point of contact for retreat guest and our team of freelance practitioners. Confident in personal private and professional communication between the team and guests.

**Key responsibilities**

* Ensure that all enquiries and booking receive impeccable customer service.
* Responsible for converting enquiries to bookings either on retreats or bespoke wellbeing stays.
* Listen to our guests needs and inspire their wellbeing journey to ensure all needs are met during a retreat.
* Diarise and coordinate all freelancers in line with retreat booking activity.
* Be a daily correspondence for guests before and after their stay. Responding to their needs in a timely manner.
* Work with The Spa Operations manager and Retreat operations manager to ensure the guests needs are anticipated and prepared for.
* Collate and actively seek feedback from our guests and practitioners to ensure product experience and products continuously evolve.
* Ensure all software systems are correctly used to ensure revenue posting is automated.
* Create wellbeing members after stays to ensure the community is building.
* Develop relationship with repeat bookers to improve bookings and sales.
* Upsell through prescriptive sales technique to enhance a guest’s experience.
* Confident and private dealings with VIP’s

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Very Strong 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!