

**GOODWOOD**

**Therapist**

**The Role**

As a Goodwood **Therapist** you are part of the Health and Wellbeing Team reporting to the Assistant Spa 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **Obsession for Perfection** | **The Real Thing** | **Derring Do** | **Sheer Love of Life** |
| Striving to do things *even* better | Always inspired by Goodwood’s heritage | Daring to surprise and delight | We want to make everyone feel special by loving what we do. |
|  |  |  |  |

**Purpose of the role**

Goodwood Therapists are responsible for preparing the Spa and delivering exceptional customer service.

Whether it’s expertly greeting clients, performing a range of fabulous treatments, recommending homecare products or re-booking guests for repeat appointments, you’ll care for clients with care, respect and generosity of spirit.

Going above and beyond to deliver a ‘wow’ factor is a daily routine to ensure our clients feel the centre of your attention from the moment they pick up the phone to book a treatment, to the time they leave.

**Key responsibilities**

* Perform treatments to a high standard according to product house or salon training protocols
* Demonstrate excellent time management within appointments
* Manage diaries to maximize revenue potential
* Recommend homecare regimes and products to all clients
* Report all contraindications presented in a consultation to a senior team member and offer alternative therapies as appropriate
* Build and maintain good relationships with colleagues and clients to ensure everybody feels comfortable and welcome within Waterbeach surroundings
* Ensure working environments are clean, presentable, organised and hygienically maintained at all times
* Work as part of a team to meet designated KPIs and budgets, including retail sales
* Demonstrate an awareness of Health & Safety and report any hazards, security risks or snagging as soon as possible
* 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”
* Excellent attention to detail
* Ability to prioritise and organise
* Proactive approach
* 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?**

* NVQ Level 3 or equivalent in Beauty Therapy (including electrical qualification)
* A proven track record delivering great customer service is essential
* Proven experience in the industry, working in either a salon or Spa environment
* Experience of working to retail targets
* Ability to create and maintain relationships to encourage repeat clients
* Competent with IT systems, including Microsoft Office, email and diary management systems
* 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
* Product house training from Jessica, Elemis or Elemental Herbology is desirable, though full training will be provided