

**GOODWOOD**

**The Role**

The **Well-being Host** will be part ofthe **Health Club & Spa team** and report to the **Wellbeing Executive.**

**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**

Create an engaging Health and Wellbeing calendar of events that represents our brand and ensure members we are able to access the best practitioners and trendsetting opportunities. Inspire, motivate and encourage to ensure we attract new members and fully engage our current members.

Be a wellbeing point of contact for new members to ensure they are fully engaged and aware of the 360 degree opportunities available to there wellbeing journey.

Show a sense of fun when creating these exciting events and inspire the team to get involved.

**Key responsibilities**

* To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring internal and external instructors deliver the brand guidelines.
* Assist in the new member calls for the retention of members in wellbeing facilities at the health club, delivering a strong induction process to ensure all abilities are caters for, therefore promoting the Health Pitstop and the Body composition service/ product.
* To lead by example by offering excellent levels of service and professionalism and supporting the team to develop their customer service skills;
* To ensure that there is clear, consistent and two-way communication within the team;
* Required to complete relevant training on the e-learning system and responsible for ensuring the team of leisure attendants are fully conversant with the areas of 121 and Group exercise.
* To be up to date in relation to competitor awareness by carrying out industry research and reporting relevant findings and recommendations for Goodwood;
* Actively plan and encourage social fitness initiatives (such as master classes, local events, team events and clubs, pop up events to engage members.
* Actively engage with prospective and current members through social channels, ensuring relevant content is targeted to relevant audiences;

**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?**

* Minimum level 2 in fitness
* An NVQ Level 3 or 4 in Personal Training is a desired requirement
* Experience on holistic health and Wellbeing
* Strong understanding of Gut Health and value in this ethos
* Experience in group talking and 121 engagement
* Experience in Team Management
* Experience in event planning is a desired requirement