

**GOODWOOD**

**The Role**

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

**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**

Assist in the operation for 121 and group exercise for members including events. The delivery of the Health Pitstop appointments, assisting the Wellbeing Executive to maintain a high level of service and professionalism towards the Health Club members and guests.

This role will also be focused towards Personal Training, we expect this role to be delivering **four sessions** per week and therefore a minimum of **16 sessions per month**.

**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 assist the Class Coordinator ensuring that the classes are delivered are exceptional and safe.
* 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 and Fitness 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.
* Assist the Wellbeing Executive in equipment audits both Studio and Gym
* 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?**

* A Lifeguard qualification would be advantageous;
* An NVQ Level 3 or 4 in Personal Training is an essential requirement
* Experience in team management