



GOODWOOD

The Role

The **Health Club Assistant Manager** will be part of the **Health Club & Spa team** and will report to the **Health Club & Spa Manager**.

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

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

Responsible for the operations of the Health Club whilst managing and developing the leisure team in order to create and deliver amazing customer experiences in line with the Goodwood brand standards.

Key responsibilities

- To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring that the Health Club team receive the relevant training and development in order to achieve this consistently;
- To lead by example by offering excellent levels of service and professionalism and supporting the team to develop their customer service skills;
- To monitor, set and review objectives in line with the performance review and induction processes;
- 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 Therapists complete their training in a timely manner;
- To be up to date in relation to competitor awareness by carrying out industry research and reporting relevant findings and recommendations for Goodwood;

- Responsible for the Health & Safety of the department including risk assessments, COSHH and daily checks;
- Responsible for the delivery of class timetables, ensuring occupancy and utilisation KPIs are achieved by liaising with the Health Club and Spa Manager to ensure effective schedules are in place;
- Responsible for the gym including equipment, customer journey, and overseeing inductions and wellness consultations/personal training;
- Actively encourage social fitness initiatives (such as master classes, local events, team events and clubs);
- Actively engage with prospective and current members through social channels, ensuring relevant content is targeted to relevant audiences;
- To ensure daily operational standards are consistently high and carry out regular checks and auditing of the club.
- To effectively manage a 'preventative maintenance programme' to ensure maintenance issues are reported and resolved in a timely manner;
- Responsible for achieving KPIs that are linked to the overall profit and loss of the Health Club & Spa which are set by the Manager (including managing the monthly payroll, facility costs and customer satisfaction results);
- Working closely with the Housekeeping Manager, to ensure that there are clear processes in place with regards to towel stock and cleaning requirements, including rapid response to unplanned incidents;
- Responsible for running the plant room and poolside operations by ensuring the team are fully trained and briefed;
- Responsible for running the 'swim school.'

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;
- Pool Plant Operator (PPO) certificate is desirable but training will be provided;
- Previous experience of working in a similar role at a supervisory or Assistant Manager level is essential.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2