



# GOODWOOD

## The Role

The **Health Club and Spa Manager** report to the Hotel General 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 delivering a fun, energised and unique customer journey to our members and guests in line with the department strategy. Ensure budgeted KPI's, Sales, Revenues and Costs are met, with sales and marketing support. Guide and develop the Health Club and Spa Heads of Departments to deliver exceptional service that exceed customer expectation.

## Key responsibilities

- Recruit, train and inspire a team to deliver a personable member and guest journey at all times.
- Support the Health Club and Spa Heads of departments in recruitment, training and development of the same.
- To deliver on targets set by senior management and demonstrate key financial understanding of profit and loss accounts, utilising the skills and experience of the Sales and Marketing team.

- Demonstrate a strong understanding of the membership management software and ensure subscriptions are accurately charged, supporting the membership administrators. Trouble shoot the data to ensure maximum accurate optimisation.
- Ensure all club membership handling is in line with budgeted KPI's MOM.
- Ensure the Acquisition strategy and yield is correct and inline with targets. This is supported by ensuring all sales tools are completed by staff and implement mystery shopper scenarios to test sales journey.
- Ensure all membership products and operational servicing is line to ensure maximum retention figures.
- Be responsible for Health Club and Spa Health and safety ensuring all procedures are consistent and maintained fully to protect the team and customers.
- Develop the Waterbeach to ensure a luxury customer experience, whilst ensuring the commercial aspects of the business are utilised to a maximum.
- Work with the Estate Sales team to promote and sell maximum revenue opportunities for all exclusive use packages.
- Complete weekly forecasting for Health club and Spa, ensuring any revenue challenges are eliminated beforehand.
- P&L reconciliation ensuring operational activity overheads reflect revenue streams accurately
- Ensure there is a seamless offering between The Goodwood Health Club and The Waterbeach.
- Deliver an exciting range of events and services to members and guests, increasing the profile of the division both internally and externally. Ensure all run at a minimum of 30% profit
- Manage contractors and service providers effectively to ensure equipment and services are well maintained.
- Manage all freelance contracts and ensure T&C are maintained and revenue correctly allocated.
- Manage the Health and Safety of the Leisure division, ensuring that all team members are trained and following industry regulations.
- Ensure a high profile within the areas and ensure any complaints are responded to within 24 hours.
- Track and Maintain all feedback routes ensuring operational managers fix issues at the root to ensure we strive at delivering exceptional customer experiences.
- Work as part of a HOD team, offering support and guidance to more junior members of the team and carry out duty management shifts as required.
- Oversee and co-ordinate Goodwood Wellbeing program.

#### Qualities you will possess

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them.</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• Lead by example</li> <li>• A sense of fun!</li> </ul> |
|---|--|

#### What do you need to be successful?

- Excellent communication skills
- Efficient and proven time management skills
- Good understanding of industry trends and influences
- Desire to continually improve standards and experiences
- Ability to influence and guide without authority

- Industry qualification or proven experience in industry with minimum 5 years in management

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

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	3
Communication & Trust	3
Taking Personal Responsibility	3
Encouraging Excellence & Commercial Success	3
Working Together	3