



# GOODWOOD

## The Role

The **Spa Assistant Manager** will be part of the **Waterbeach team** report and 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

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Responsible for scheduling and utilization whilst operating to the budget requirements. Responsible for an outstanding product and consistent customer service that surpasses expectation.

## Key responsibilities

- To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring that the team of Therapists receive the relevant training and development in order to achieve this consistently
- To monitor, set and review objectives in line with the performance review and induction processes; to hold quarterly 1-2-1s with all team members on individual basis
- 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

- Ensure highest occupancy and utilisation KPIs are achieved by liaising with the Health Club and Spa Manager to ensure effective treatment schedules are in place
- To ensure staffing levels and rota's are set in accordance with business requirements
- 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, services revenue, facility costs and customer satisfaction results)
- Responsible for producing accurate monthly revenue forecast figures for the department
- Implement and maintain cost control measures to stay within budgeted levels
- Responsible for implementing the marketing strategy set by the Health Club and Spa Manager
- Carrying out a daily audit of all treatment areas ensuring that treatment rooms are presented according to the Spa standards
- To complete monthly stock takes and ensure good stock rotation
- Maximising sales opportunities through upselling, cross-selling and achieving add-on sales
- Be present during peak times and provide focal point for our guests
- Responsible for the Health & Safety of the department including risk assessments, COSHH and daily checks
- To establish, build and maintain relationships with all customers and handle complaints, requests and enquiries efficiently and effectively and in a timely manner and ensure remedial action is taken if required
- Implement mystery shops and action findings to improve any feedback
- To ensure all policies are written, in date, reviewed regularly and upheld
- To act as an ambassador for the Goodwood brand at all times and ensure the values are upheld to external and internal contacts through appropriate behaviour and performance
- To be up to date in relation to competitor awareness by carrying out industry research and reporting relevant findings and recommendations for Goodwood

#### Qualities you will possess

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| <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>• Innovative and forward thinking</li> <li>• A sense of fun!</li> </ul> |
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#### What do you need to be successful?

- Previous experience of managing and developing a team
- Previous experience of working in similar position and environment with a firm understanding of excellence in customer service
- Ability to anticipate customer needs and exceeding their expectations
- You must hold an NVQ Level 3 or equivalent in Beauty Therapy
- Previous experience of working with brands such as Elemis, Jessica and Elemental Herbology
- Excellent personal presentation, communication and interpersonal skills
- Drive to motivate team towards targets in treatments and retail