



GOODWOOD

The Role

The **Health Club Operations Manager** will be part of The Health Club and report to the Health Club and 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 the smooth operation of the Health Club whilst managing and developing the operational team in order to create and deliver amazing customer experiences in line with the Goodwood brand standards, ensuring strong Health and Safety practises among all.

Key responsibilities

- To create a professional and seamless customer experience in line with the Goodwood brand values, ensuring that the Health Club team receive the relevant training and development in order to achieve this consistently and WOW our members and guests.
- 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;
- Work with the membership teams to ensure smooth customer journeys for all members with a view of reducing attrition levels within the club.
- Required to complete relevant refresher training with the operations team and also ensure the e-learning is completed within a timely manner;

- Responsible for the Health & Safety of the department including COSHH and carrying out risk assessments;
- Ensure the Rota is complete for all Leisure and Front of House teams, ensuring a standard that best supports the club; ensuring that Rota Horizon is 100% accurate weekly.
- Responsible for Front of house POS processes and money handling.
- Complete daily checks and monthly audits to ensure the club remains at the best possible standard with cleanliness and health & safety guidelines.
- Create SOPs to improve efficiency, quality and uniformity of tasks
- Responsible for all areas of the Health Club, including the equipment.
- Ensure all servicing is completed for Tennis Courts, Pool Plant and Gym from relevant companies.
- Complete all club consumable orders weekly, staying to budget.
- To effectively manage a 'preventative maintenance programme' to ensure maintenance issues are reported and resolved in a timely manner.
- 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 smooth operation of class timetable and member events.
- Responsible for running the safe 'swim school' ensuring budget is met.
- Ensure Personal Training and Health Pit Stop targets are met
- Ensure all invoicing and instructors payments are timely and accurate.

Qualities you will possess

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| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Good negotiation and influencing skills • Excellent communicator • A sense of fun! |
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What do you need to be successful?

- Pool Plant Operator (PPO) certificate
- Experience of managing a team is essential
- Experience within the Health and Fitness Industry is essential
- Previous experience of working in a similar role a bonus

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

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