



# GOODWOOD

## The Role

The **Health Club Supervisor** will be part of the **Health Club & Spa team** and report to the **Health Club Operations 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 supervising the operations of the Health Club facilities and the Front of House whilst training and developing the team to the highest standard to deliver exceptional customer service and ensuring strong Health and Safety practises among all.

## 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 on reception;
- 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 attendants complete their training and refresh training in a timely manner;
- Supervise and maintain a refresher training program
- Ensure the Rota is complete for all Leisure and Front of House teams, ensuring a standard that best supports the club.

- Assist in the delivery of new starter inductions within the club.
- Ensure all daily operational standards and paperwork are completed to a consistently high and carry out regular checks and auditing of the club.
- Monitor and support the Health Club operations Manager in the Health & Safety of the department including risk assessments, COSHH and daily checks.
- Assist in the delivery of practical induction journey within the club, ensuring all members have the correct H&S induction and practically engaged. Actively encourage social fitness initiatives (such as master classes, local events, team events and clubs);
- Manage customer feedback effectively to ensure continuous service improvement.
- Assist in the administration of running the ‘swim school.’
- Ensure all till and cash-up processes are accurate and complete cash handling.
- Ensure all events are paid for in advance and booking process is correct.
- Work with the membership teams to ensure smooth customer journeys for all members and prospects.
- Assist in Studio emergency when the wellness consultant and guest relations manager is absent
- Ensure all daily operational standards and paperwork are completed to a consistently high and carry out regular checks and auditing of the club.
- To assist and support the Health Club operations manager in a ‘preventative maintenance programme’ to ensure maintenance issues are reported and resolved in a timely manner.
- Manage customer feedback effectively to ensure continuous service improvement.
- Complete all relevant requests from the Health Club operations Manager.
- To be on call when assigned, and also be the point of call when the Health Club ops manager is absent.
- Flexibility is required for this role with regards to the rota, this will be for training and staff absence purposes.

#### 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 2 Gym Instructor
- Pool Plant Operator course (PPO)
- Customer facing experience

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

BEHAVIOUR	LEVEL
Think Customer	1
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	1
Working Together	2