



GOODWOOD

The Role

The **Weekend Massage Therapist** will be part of **The Waterbeach** report too and report to the **Treatment Co-ordinator**

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

Completing massage services at the Waterbeach on weekends, ensuring retail sales are consistently achieved.

Key responsibilities

- To perform treatments to a high standard according to product house or salon training protocols
- To demonstrate excellent time management within appointments
- To recommend homecare regimes and products to all clients
- To report any contraindications presented in a consultation to a senior team member and offer alternative therapies as appropriate
- To support the reception teams as and when business needs dictate
- To ensure your working environment is clean and hygienically maintained at all times
- To work as part of a team to meet designated KPIs and budgets

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| Qualities you will possess |
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- 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!

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| What do you need to be successful? |
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- A recognised Massage Qualification

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

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