



# GOODWOOD

## The Role

Wellbeing Executive 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 developing, monitoring and training all aspect of wellbeing at the Goodwood Health Club.

## Key responsibilities

- Conduct relevant, inspirational regular training matrix. Specialising in customer service and wellbeing interactions with our members and guests. .
- Assist in class co-ordination on both the inside and outside Studios.
- Responsible for developing the Personal Training Team and hitting monthly set KPI's.
- Responsible for developing the Wellness consultations and gym inductions with the team to aid retention.
- This role also has opportunity to grow their salary through being an active practitioner and gaining a client base.
- This role also has the opportunity to take on wellbeing and fitness projects through additional overtime which is preapproved.
- 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;
- To monitor, set and review objectives in line with the performance review and induction processes for all external and internal employees.
- To ensure that there is clear, consistent and two-way communication within the team

<b>Qualities you will possess</b>
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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>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- **Level 4 Personal training minimum**
- **Varied fitness instructor qualifications**
- **Nutrition Qualifications**
- **Training and team experience**

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	1
Encouraging Excellence & Commercial Success	1
Working Together	2