



GOODWOOD

The Role

The **Health Club Receptionist & Front of House Assistant** will be part of the Health Club team and will report to the Leisure 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 ensuring the leisure club (including Golf) locker rooms, poolside and the patio areas are maintained to a high standard at all times and to observe health and safety regulations, hazards in wet areas and accident prevention.

Key responsibilities

- Deliver superb customer care and demonstrate excellent attention to detail, demonstrating an awareness of health and safety and providing a duty of care to all customers;
- Ensure that all housekeeping tasks are completed in a timely manner and to a high standard;
- Ensure that designated areas are presentable and well stocked at all times, communicating any outstanding jobs to your colleagues and line manager;
- Carry out regular health and safety checks including pool water tests;
- Be responsible for the reporting of any maintenance issues using the relevant procedures;
- To undertake any other duties as reasonably requested to do so by your line manager.

Qualities you will possess

- Passion for what you do and bundles of enthusiasm
- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive and helpful
- Exceptional customer care
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator and interpersonal skills
- Take responsibility for yourself
- A sense of fun!

What do you need to be successful?

- High standards of cleanliness
- A calm demeanour, plus you'll be extremely reliable
- Experience of working in a member's health and fitness club is desirable
- Gym Instructor/Personal Trainer qualification is desirable, but not essential
- Complaint handling experience would be desirable

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

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