



GOODWOOD

The Role

The **Senior Therapist** will be part of Waterbeach team and will report to the Waterbeach Treatments Coordinator.

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 training and development of all Therapists to ensure that an outstanding treatment journey is in place for all customers. Ownership of day to day responsibilities and standards in the Waterbeach

Key responsibilities

- Inspire and motivate the Waterbeach team ensuring service is personal and memorable
- Ensure that guests needs are anticipated and requests followed up in a timely manner and strive for consistency
- Ensure clear communication between the Waterbeach team and guests
- Be fully conversant with and adhere to hotel standards of operation and departmental procedures
- Takes responsibility for the development of self and others through training and inductions
- Responsible for training all therapists in relation to relevant product houses
- Be responsible for reporting any maintenance issues that arise to the Treatments Coordinator or to Repairs and Maintenance Department

- Ensure that cleanliness standards are met in The Waterbeach and that consumables are always available with any issues being dealt with immediately
- To assist in supporting corporate functions, group bookings and marketing events for both The Waterbeach and the Goodwood Estate.
- The role requires the individual to be on call and deputize when the Treatments Coordinator is absent
- Responsible for day to day operations ensuring targets set by the Treatments Coordinator are upheld and the team are aware.
- Demonstrate strong product/treatment knowledge and pro-actively promote safe working practices
- To hold regular 121s with team on a monthly basis
- To assist the Treatments Coordinator with stock take
- To conduct daily briefings to the team to ensure all aspects of the days business is covered

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?

- NVQ Level 3 or equivalent in Beauty Therapy (including electrical qualification)
- A proven track record delivering great customer service is essential
- A minimum of 1 years’ experience in industry working in either a salon or spa environment
- Experience in a beauty salon, spa or similar is desirable
- Experience of working to retail targets
- Ability to create and maintain relationships to encourage repeat clients
- Product house training from Jessica, Elemis or Elemental Herbology is desirable but full training will be provided
- Competent with IT systems, including Microsoft Office, email and diary management systems
- Fluent in spoken and written English
- Flexibility to be able to work evenings and weekends as per the needs of the business
- Be well presented at all times

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

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