



# GOODWOOD

## The Role

The **Leisure Attendant/Personal Trainer** will be part of the Health Club team and will 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 ensuring the leisure club, 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. You will be responsible for the smooth running of the leisure facilities. This role offers the opportunity to develop and grow your skill set through Personal Training and Group Class Instruction.

### Personal Training:

You will be responsible for building your Personal Training client base, which we would expect to happen during your first three months. Following that your target would be to achieve a minimum 10 Personal Training sessions per week, with potential to increasing to twenty.

There is different pay structures attached to this position, based on skills, experience, performance and consistency with reaching your targets

## Key responsibilities

### Leisure Attendant duties

- Deliver superb customer care to all stakeholders including hotel guests and members
- Demonstrate excellent attention to detail, with 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
- Supporting the team with reception duties
- Carry out regular health and safety checks including pool water testing
- 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
- To ensure that all standards set out in operating procedures are maintained at all times

#### Personal Trainer duties

- Undertake fitness consultations, delivering our Goodwood ‘Health Pitstop’, which includes, health fitness and lifestyle questionnaire, body measures and a bioelectrical impedance analysis
- Undertake personal training and group class instruction
- Deliver gym programmes, correct technique, and advising best practice
- Deliver consultations and personal training sessions
- Working with the membership team to encourage our members to make full use of our facilities, and of course a big part is retaining them
- Consistently meeting set weekly targets
- To Attend regular 1-2-1 meetings with Wellbeing Executive
- To carry out frequent equipment checks and audits
- To ensure desired gym etiquette and health and safety compliance

<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> </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> <li>• Take responsibility for yourself</li> </ul> |
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<b>What do you need to be successful?</b>
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- Experience of working in a member’s health and fitness club is desirable
- Excellent communication skills
- Complaint handling experience would be desirable
- Professional manner, and able to think outside the box with a proactive approach
- Level 3 Personal Trainer Award essential (or working towards currently)

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

