



THE CONISTON HOTEL
COUNTRY ESTATE & SPA



BLOSSOM
KITCHEN



MACLEOD'S
BAR & LOUNGE



NÀDARRA
SPA



THE VIEW
RESTAURANT

Spa Fitness & Operations Manager

RECRUITMENT PACK

01 September 2021



The Coniston Hotel Country Estate & Spa | Coniston Cold, Skipton, North Yorkshire BD23 4EA

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About Us.

The Coniston Hotel Country Estate & Spa Country Estate & Spa is an award-winning destination hotel near Skipton on the edge of the Yorkshire Dales.

We are a family run, privately owned organisation founded in 1969 by the Bannister family, who are actively involved in the day-to-day running of the business. Over the past 50 years our 1,400 acre estate has gone from strength-to-strength and now boasts 71 bedrooms, two luxury self-catering cottages, The View Restaurant, Macleod's Bar & Lounge and a Five-Bubble rated spa – Nàdarra Spa - as well as an array of on-site activities such as clay pigeon shooting, 4x4 off-roading with Land Rover Experience, archery, fishing and walking.

The vast range of activities, combined with flexible function spaces, makes The Coniston a popular choice with corporates, attracting off-site meetings and team building sessions from clients across the UK and abroad. We are also recognised as a leading wedding and private events venue in our region, with a tailor-made offering from an intimate barn ceremony to a magnificent marquee reception, as well as a range of picture-perfect outside locations.

We pride ourselves on delivering exceptional customer service and take great pleasure in building relationships with guests. Everyone that walks through our doors instantly becomes part of our story; and we feel privileged to be part of theirs too.

Benefits.

We value the commitment and loyalty of our colleagues and are delighted to offer a range of benefits to show our ongoing appreciation, benefits include:

- 28 days annual leave (including Bank Holidays), increasing with service - we value and celebrate long service.
- NEST pension scheme for all eligible employees.
- FREE Hospitality Action Employee Assistance Programme for all employees providing a range of specialist support services.
- FREE Weekend Travel for Food & Beverage Assistant roles*
- Ongoing development, training and opportunities to progress.
- Gratuities and service charge paid on a monthly basis (up to £2,500.00 per annum)
- Regular rewards and recognition with monthly, annual and long service awards.
- Annual party and regular team social events.
- Preferential membership fees for our award-winning Nàdarra Spa.
- 20% discount for Spa Treatments (on the same day), 10% discount on Gift Shop & Spa Retail (excluding sale items), Food & Beverage and Hotel Celebrations (excluding weddings), as well as £75.00 Bedroom Rate (room only) for you or your family to enjoy.
- Meals and refreshments provided whilst on duty.
- Uniform provided for guest-facing roles.
- FREE on-site parking.
- Ongoing development, training and opportunities to progress.

**For students to and from Skipton Town Centre to The Coniston.*

Salary & Contract.

- Full Time.
- £22,000.00 - £23,000.00 per annum.

Job Description.

Spa Fitness & Operations Manager
ROLE OVERVIEW
To take responsibility for the day to day running of the Leisure and Fitness operation including class programme management, class timetables, gym programming, swimming pool and thermal suite and health & safety management. To ensure that the highest standards are adhered to, and that member and guest experience exceeds expectation throughout the spa. To support all aspects of membership, fitness and leisure.
Reporting to: Spa General Manager
MAIN RESPONSIBILITIES
The following are specific responsibilities and contributions critical to the successful performance of the position: <u>OPERATIONAL</u> <ul style="list-style-type: none">• Responsibility for the day-to-day operations at the Spa, Leisure and Fitness departments including operation, standards, staff and Health & Safety.• To develop and manage the fitness activity programs including classes, member inductions, personal training ensuring a robust, cost-effective delivery.• To manage the wet areas both internal and external ensuring all health and safety measures are met at all times.• Responsibility for water management including daily water tests, backwashing and ensuring independent water testing is carried out on a monthly basis dealing with findings from all in an efficient manner to ensure no disruption to operation.• To manage, train and develop the Spa, Leisure and Fitness Teams to confidently deliver consistent guest experiences in a professional and friendly manner.• To develop and update comprehensive Standard Operating Procedure manuals for Spa, Leisure and Fitness departments.• To actively seek verbal feedback from customer and act on feedback – positive or constructive.• To generally promote and ensure good inter-departmental relations throughout the spa, hotel and estate.• To carry out any other duties as imposed by the needs of the business and requested by a senior manager. <u>FINANCIAL/COMMERCIAL</u> <ul style="list-style-type: none">• To be aware of daily budget, utilization statistics and developments throughout the day and communicate expectations with the team.• To ensure correct ordering and usage of operational supplies.• To be familiar with the monthly financial and statistical reports. <u>HUMAN RESOURCE</u> <ul style="list-style-type: none">• Ensure HR requirements are followed and in place for the whole team.• To effectively administer and plan rotas, timesheets, lieu time and holidays for your areas.• To be fully conversant with disciplinary procedures and all other relevant human resources practices e.g. sickness/absenteeism.• To ensure that each new member of the team receives a departmental induction on their first day and that they attend a company orientation within their first month of employment.• To carry out appraisals/job chats as per the Coniston appraisal system.

- Ensure recruitment, training, development and staffing levels are as required, whilst demonstrating a 'hands on' management style.
- To be a supportive manager and take time to develop and retain a skilled and loyal team.
- To ensure that all departmental staff adhere to company code of dress procedures and to maintain a high standard of personal hygiene and cleanliness.
- Ensure that all departments are staffed efficiently and to the required level of business needs. Casual staff are only used where necessary and that Holiday is recorded and managed correctly to ensure the correct amount of cover within the business.
- Sickness must be recorded efficiently and relevant reports accurately so that a thorough follow up and interview can be carried out.

ADMINISTRATIVE

- To maintain the reporting procedures and control system established by the hotel.
- To ensure that the Health and Safety Policy and procedures are implemented and monitored in particular with relation to cleanliness and hygiene.
- To maintain and update equipment, product, service and standards as required.
- To interact professionally with guests, members, and members of staff.

IT SYSTEMS

- To ensure that all IT systems are correctly configured and data integrity is maintained at all times.
- Responsible for ensuring all staff are trained and have appropriate access levels for job role.
- Maintain data integrity of any electronic stock control system, POS and Spa software.

HEALTH & SAFETY/LEGAL

- To ensure that all staff are adequately trained in all jobs they are required to carry out
- To ensure that all required PPE is readily available for the team.
- To organise and ensure all staff are released for statutory training and if not available alternative an alternative course.
- Ensure that health and safety requirements are maintained within the department area and immediately deal with and report in the H&S meeting any concerns.
- Ensure that all equipment used within the department is maintained and in good working order.
- To ensure procedures are in place for any accidents to be dealt with quickly and efficiently.
- To deal with immediately and H&S issue brought to your attention by staff members.
- To have a thorough knowledge of and adherence to the law with regard to the following company regulations:
 - Fire regulations and procedures.
 - Pool responder procedures.
 - Health and safety regulations.
 - First aid procedures.

DUTY MANAGEMENT (WHEN ON DUTY MANAGER SHIFTS)

- Follow the appropriate Opening/Closing checklists to ensure the spa is fit for operation including staffing, health & safety and general standards.
- Complete regular departmental checks throughout the day. All departments are to be thoroughly checked.
- Ensure that appropriate action is taken and communicated to the relevant departments with regards to cleanliness, health and safety and maintenance needs arising from checklist. Record information in relevant paper work and follow up.

- Always maintain a high profile within member/guest areas.
- Ensure that levels of communication between Duty Managers is maintained at all times by handover book and up dates at the end of shifts.
- Action/respond to any guest's requests/complaints, and inform the appropriate manager. Ensure that correct procedure for complaints is followed and recorded. Keep the hotel team informed of any pertinent information in regard to the daily operation of the spa.

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

- Experience of leadership and people management.
- A passion for customer service excellence.
- Ability to work as part of a team.
- Excellent analytical, numeric and verbal reasoning skills.
- Good knowledge with regard to Health and Safety.
- IT skills to include Microsoft Office packages.
- Pool Plant, Lifeguard, ETM, Level 3 or higher in Fitness.
- 2 years Spa/leisure Experience
- Fire safety knowledge.
- Pool Plant or Lifeguard Fitness Instructor Qualification.
- Pool Plant & Lifeguard Teaching Qualification.
- First Aid Qualification.
- Experience of staff training and development.
- Recruitment experience.

How to Apply.

To apply, please send your current CV and a covering letter to recruitment@theconistonhotel.com before Thursday 30 September 2021.