

JOB DESCRIPTION

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| Job Title | Coach House Team Leader |
| Team | The Club |
| Reporting to | Phil Kernan, Acting Coach House Manager |
| Location | Combe Grove, Combe Down, Bath |

Combe Grove is the commercial organisation within The Elmhurst Foundation, offering Wellness Stays and therapeutic Fasting Stays, in addition to The Club at Combe Grove, which has an active and valued membership. Combe Grove is a nature rich near 70 acre Estate in an Area of Outstanding Natural Beauty in the UNESCO World Heritage Site of Bath. Its objective is to provide guests with an opportunity to rest, restore and reset in a natural environment. Combe Grove has a wide range of sporting facilities including swimming pools, tennis courts and exercise, spin and gym studios.

Job Summary and Main Purpose

- To be responsible for the running of the Coach House Health Club and the team to the satisfaction of the Coach House Manager and guests.
- Providing strong leadership to support a highly motivated and trained team that continually strive for excellence in supporting fitness, health and wellbeing.
- To develop the way to maximise income and profitability of the health and wellbeing facilities through innovative service developments, continuous improvements in the management of its resources and driving membership to the Club.

Principle Duties and Responsibilities

Management & Leadership

- To lead an integrated approach as a proactive manager actively reflecting the vision and values of Combe Grove and the Elmhurst Foundation.
- Primary focus to ensure quality standards are met and exceeded across the operational team in the wider opening hours and through the week.
- Work with studio manager to reduce spend on external instructors and develop state of the art classes both onsite and live, by leading from the front and developing our apprentices.
- Drive the Coach House team to work in and with the Caff to promote nutrition to our members.
- Be able to run welcome meetings with new members in conjunction with the Leadership Team to enhance the experience
- Adhere to the produced budget of sales and cost management by way of a P & L for the Coach House
- To share knowledge and experience to support team members within the service to develop flexible team working, effective team building and achieve a high standard of performance.
- Encourage and review feedback constructively to develop and promote continuous service improvements and customer experience.
- Working with the Personnel Manager to ensure a professional approach to the recruitment, induction, training and development and performance review of all team members, with very specific responsibilities as a mentor to the apprentices under your charge.
- Ensure that all the Health and Wellbeing Team are up to date and proficient in all their statutory and mandatory training and this is recorded on the Shield Health and Safety system including: Fire Training, Manual Handling, COSHH, and other specialist H&W activity areas.
- Respond in a courteous, timely and effective manner to all concerns and complaints received about areas under H&W control in accordance with the Combe Grove Complaints policy.
- Lead regular team meetings and ensure effective Team Member communication.
- Develop, monitor and review effective Standard Operating Procedures (SOPS) for the H&W service and ensure that they are implemented and followed by the Team.
- With support from the Health and Safety Lead undertake new and scheduled risk assessments recording these on the Shield system.

- Adhere to the Shield Health and Safety manual and reporting requirements of the Shield system
- Oversee the day-to-day operational running of the H&W facilities including the gym, studios, indoor and outdoor swimming pools and tennis courts.

Operations

- Work closely with the management team at Combe Grove to review and develop services of the H&W Coach House in line with the vision and values of Combe Grove.
- Food is medicine, integrate the benefit of nutrition and exercise with our members and guests
- Lead a class and exercise program with guests staying on Wellness breaks and fasting
- Increase membership revenue at the Club by carefully studying the mix of membership, what is offered and aligns with the vision and values of the company.
- Undertake and oversee regular checks of all areas to ensure standards are equal to those required. Including Pool Maintenance and Cleaning Rota's.
- Ensure that all rotas and team member attendance is recorded on the Fourth system accurately and in a timely manner.
- Carry out Health and Safety checks on the site and equipment. Including Water quality tests.
- Respond to and report to any emergencies and hazards in the appropriate manor and ensure all the H&W Team are aware of Health and Safety and emergency procedures.

General Requirements

In addition to the above, there are general requirements that apply to all roles

- To participate in Management and Team meetings.
- To participate in training activities including requirements for statutory and mandatory training.
- To participate in Team supervision and personal development reviews.
- To ensure that the wellbeing and personal comfort to all guests visiting Combe Grove is maintained by providing the highest standard of care and service.
- To comply with all Combe Grove policies and procedures.

Contacts

- Regular communication with all Managers and their Teams at Combe Grove.
- Local contractors and advisory bodies.
- Local suppliers & service providers.
- Local volunteers.
- Elmhurst Trustees.
- Local community relationship building.

Special Notes

This job description does not form a part of the contract of employment, it indicates how that contract should be performed. The job description may change in the light of experience and in consultation with the person in this role.

No Smoking Policy

Combe Grove operates a no smoking policy for all employees, volunteers, visitors, and suppliers.

Confidentiality

Personal information relating to guests, club members, employees and apprentices and any other information that is of a confidential nature must not be communicated to other persons except as expressly required as part of the duties and responsibilities of this role.

Health and Safety at Work Act

It is the responsibility of all team members to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to, and that hazards are observed and reported to the appropriate manager.