

JOB DESCRIPTION

Job Title : Deputy Club Manager
Area/Department : UK & Ireland/ Spirit Health Club
Job Band : TBC
Hotel Level :
Reports to : Spirit Health Club Manager

Position Supervised: Supervision of staff under Club Manager's directive

Job Scope

- Under the general guidance and supervision of the Spirit Health Club Manager support the co-ordination of all recreational guest services, including spa and gym operations
- Ensure the highest standard of customer care and services at all time
- Promotes the desired work culture around our IHG Winning Ways and the brand ethos

Key Relationships

Spirit Health Club Manager, Hotel General Manager, Hotel Operations Manager, Members of Club, Hotel Guests.

Key Job Responsibilities

- To assist in review of the annual budget and identify short term objectives to achieve targets
- To be responsible for the control and maintenance of weekly figures, stock control, sales reports and the monthly profit/loss statement
- To maintain the cleanliness of the club at all times
- Screen all users by means of an SHF approved Lifestyle Questionnaire (where appropriate)
- Assess the physical condition of all users in accordance with the SHF approved assessment procedures
- Prescribe individual cardio-respiratory based exercise programmes and monitor these. Complete to GIC standard
- Maintain member portfolio records to Spirit Health Club standards
- Ensure that close liaison is maintained between the member, their screening assessment, programme and if appropriate the member's GP
- Assist in the organisation of appropriate seminars, advice sheets and contacts in lifestyle areas
- To assume total responsibility of the club in the absence of the Club Manager or as designated
- Responsibility for the induction of all new staff in conjunction with the company
- Assist in the development and discipline of junior staff
- Delegate tasks to subordinates (where appropriate) and supervise their activities
- Take responsibility for cashing up
- To assist in promotion of the club by being involved in promotional activities such as showing round prospective members

Self Management

- Comply with hotel rules and regulations and provisions contained in the employment handbook
- Comply with company grooming and uniform standards
- Comply with timekeeping and attendance policies
- Actively participate in training and development programmes and maximise opportunities for self development
- To maintain the appropriate attitude and physique to reflect and promote the image of Spirit Health Club

Customer Service

- Demonstrate service attributes in accordance with industry expectations and company standards to include:-
 - Being attentive to guests
 - Accurately and promptly fulfilling guest requests
 - Understand and anticipate guest needs
 - Maintain a high level of knowledge which will enhance the guest experience
 - Demonstrate a service attitude that exceeds expectations
 - Take appropriate action to resolve guest complaints
- Appreciate the dynamic nature of the health club industry/hotel industry and extend these service attributes to all internal customers
- To assist in the promotion of the health club/hotel (and InterContinental Hotels Group generally) by being involved in a variety of activities, in accordance with the budget set by the Club Manager
- To assist in the sales of accessories in the club
- Maintain a high level of product and service knowledge about all health clubs and InterContinental Hotels Group hotels in your region
- Develop extra activities and events such as circuits, aqua-aerobics, running club etc.

Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety
- Familiarise yourself with emergency and evacuation procedures
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager
- Assist in the maintenance of all facility equipment and carry out minor repair work
- Assist in the monitoring and control of the pool and spa in relation to those standards as given in the Maintenance / Pool & Spa Manuals; assume full responsibility in the absence of the Club Manager
- Assume responsibility for the highest standards of hygiene, cleanliness and tidiness in the club

General

- Assume responsibility for the daily administration of the club and constantly review the efficiency of the systems in place
- Comply with the company corporate code of conduct at all times
- Familiarise yourself with the company vision and values which link to our model of desired behaviours that we expect all employees to display
- Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals
- Desire and ability to improve your knowledge and abilities through on-going training

- Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting company and guests needs is required by all employees.

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

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Employee Name: _____ Date: _____
(Please Print)

Signed by employee: _____ Date: _____

Hotel: _____

Signed on behalf
Of the Company: _____ Date: _____

UK & Ireland - PERSON SPECIFICATION

Deputy Club Manager

Background / Experience

Essential (include driving license and work permit if required)

- UK citizen or valid work permit
- Numeracy and literacy skills
- Willingness to learn First Aid at Work and Pool Attendant Qualification
- Willingness and ability to swim
- Ability to manage team

Desirable

- Ordered approach
- First Aid at Work Certificate
- Pool Attendant qualification
- Level 3 membership of the Register of Exercise Professionals
- Experience in Health & Fitness industry
- NVQ/degree (or equivalent) in Health & Fitness

Team Focused

Developing the talent, process and capability for our current and future needs

Essential (Co-operation & Communication skills, multi skill, self development, performance improvements)

- Carry out instructions
- Desire and ability to learn
- Able to ask for help
- Assist others within and outside of immediate department
- Ability to communicate
- Ability to give instruction and direction
- Ability to clean
- Ability to restock

Desirable

Action Oriented

Ensuring that visions and strategies are translated into specific deliverables in order to get results

Essential (e.g. Planning skills, enthusiasm, able to work under pressure with changing priorities, motivational factors, attitudes and personal presentation)

- Ability to plan and prioritise
- Ability to organise self
- Able to multi-task
- Flexible & adaptable
- Ability to build rapport
- Courtesy
- Attention to detail
- Listening skills
- Counselling skills

Desirable

- **Manual dexterity**
- **Coaching skills**
- **Problem solving skills**
- **Ability to work under pressure**

Passionate

Creating an environment where there is a relentless commitment to success

Essential (e.g. taking responsibility, able to work without supervision)

Desirable

- **Enthusiastic**
- **Positive attitude**
- **Sales techniques**
- **Ability to work without constant supervision**
- **Ability to work independently**

Savvy

Understanding the market, the business and customers in order to create competitive advantage

Essential (e.g. customer care skills internal & External, anticipating needs, exceeds expectations, Team working, job knowledge, job skills & any specific aptitudes such as typing skills)

Desirable

- **Customer focused / can-do**
- **Understanding the internal and external customer needs**
- **Anticipate customer needs**
- **Open to new ideas**
- **Cultural awareness**
- **Willingness to learn about the Hotel/ Spirit Health Club standards /products and services**

- **Literate in Computer Technology**
- **Understanding of the Hotel / Health & Fitness Industry standards, and Spirit Health Club policies and procedures**