lifehouse
spa & hotel

Spa Manager
Full-time

A great opportunity has arisen for an experienced Spa Manager to join our award winning Spa & Hotel.

Being synonymous with the best spas in the UK, Lifehouse Spa & Hotel offers specialist facials to body treatments, massage to manicure and pedicure, specialist cancer recovery and organic treatments by globally recognised brands as well as pool and thermal facilities.

As our successful spa department enters a new and exciting phase of development, we are looking for a dynamic, commercially able and ambitious Spa Manager to manage, develop and lead our spa team, operation and department of 30 treatment rooms and 60+ staff.

With an ideal background in a similar hotel spa environment, the successful candidate will possess a proven background in effective Spa Management and be ready for a new and exciting challenge.

As Spa Manager you will have strong people skills and the commercial awareness to drive the spa business and operation forward. Strong attention-to-detail skills will combine with the highest standards of departmental service and delivery. A hands-on approach will have enabled you to successfully lead and mentor your team through to maximised results.

If this is the exciting new challenge you're looking for, we very much look forward to receiving your CV.

In return we offer a beautiful working environment within our award-winning spa, hotel and grounds, and a competitive package with OTE salary and benefits.

What are we looking for?

As Spa Manager you will responsible for: -

- Change management – leading the spa team and department through its next and exciting stage of development.
- Day to day management and ongoing development of the spa department, including treatments, spa reception, retail, pool & thermal facilities.
- You will take overall responsibility for ensuring the smooth and successful running of the spa operation,
- You will drive and inspire the Spa team to deliver the highest standard of delivery to our guests and members.
- Providing KPI's on a weekly and monthly basis.
- Analysing financials and management reports to enable full identification and steering ability of your department.
- Actively participating in marketing activities to promote treatments and events.
- Communicating and working with the wider resort team to cross promote your department.
- Achieving financial targets for spa revenue, cost control and effective payroll management.
- Providing a clean, safe and well-maintained department at all times.
- You will also be required to cover Duty Management shifts on a rota basis.

The Skills and Experience you need to be successful in this role

- In order to be successful in this role you must have proven spa management experience and ability in managing a large team.
- Excellent interpersonal and communication skills are essential
- You will need to have a good knowledge of all aspects of the spa industry
- Excellent organisational skills are also required for this demanding role and the ability to help train, develop and lead your team according to company guidelines and policy

- You will be able to demonstrate high quality people management skills as well as good business acumen.
- Full experience and ability in configuration and operation of a spa management software system

What do we offer?

- Competitive salary and OTE
- Christmas Eve, Christmas Day & Boxing Day off
- Excellent training and development opportunities
- Excellent career progression opportunities within a successful growing business
- Excellent staff benefits including use of the pool, spa and gym plus discounts on spa days and overnight stays
- The role will cover 40 hours a week over a 7 day period with a variety of days and start times.

Who are we?

Lifehouse is an award-winning spa hotel located in the beautiful surroundings of English Heritage Listed Thorpe Hall Gardens, close to the pretty town of Frinton-on-Sea. Lifehouse offers a wide range of luxury spa treatments, a contemporary restaurant, a specialist wellness department and retreats, spa days, spa breaks, health & fitness breaks, memberships and corporate facilities. Free car parking is available on site and full use of the facilities is available to employees
Job Types: Full-time, Permanent
Experience:

- Spa Management: 1 year (Required)

If you would like to find out more or apply for this position, please send your CV and a covering email to sarah.t@lifehouse.co.uk. Please put 'Spa Manager' in the email header.