

## **JOB DESCRIPTION**

**Job Title :** Senior Lifestyle Consultant

**Area/Department :** UK & Ireland/ Spirit Health Club Health Club

**Job Band :** TBC

**Hotel Level :** I - V

**Reports to :** Spirit Health Club Manager

**Position Supervised:** Nil

### **Job Scope**

- Under the general guidance and supervision of the Spirit Health Club Manager or designate and within the limits of established IHG and Spirit Health Club policies and procedures, responsible to ensure the highest standard of customer care and services at all time
- Responsible for co-ordinating the delivery of all recreational guest services, including the spa and gym operations
- Promotes the desired work culture around our IHG Winning Ways and the brand ethos

### **Key Relationships**

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

### **Key Job Responsibilities**

- To assist in the promotion of the Spirit Health Club by being involved in promotional activities such as showing round prospective club members
- Assist in the sales of accessories in the club
- To assist in the compilation of weekly figures and detailed comments
- To take responsibility for stock control accounting systems
- To take responsibility for cashing up
- To maintain the cleanliness of the club at all times
- Co-ordinate the delivery of all recreational guest services
- Develop extra activities and events e.g. circuits, aqua-aerobics, running club etc
- 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 Health 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
- Attend GIC within four months
- Successfully complete GIC within six months, or re-sit within nine months

- To assume total responsibility of the club in the absence of the Deputy Club Manager and Club Manager or as designate
- Supervise the Lifestyle Consultants on a day to day basis
- Effectively manage staffing costs with efficient work schedules
- Coach, counsel and discipline staff, providing constructive feedback to enhance performance
- To maintain the appropriate attitude and physique to reflect and promote the image of Spirit Health Club

### **Self Management**

- Comply with Spirit Health Club and 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
- Regularly communicate with staff to maintain good relations

### **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
- Be able to promote the health club/hotel (and InterContinental Hotels Group generally) products and services
- Maintain a high level of product and service knowledge about all health clubs and InterContinental Hotels Group hotels in your region

### **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 monitoring and control of the pool and spa in relation to those standards as given in the Maintenance / Pool & Spa Manuals; assume responsibility in the absence of the Deputy Club Manager and Club Manager

### **General**

- 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

### Senior Lifestyle Consultant

#### Background / Experience

**Essential** (include driving license and work permit if required)

- UK citizen or valid work permit
- Basic numeracy and literacy skills
- Willingness to learn First Aid at Work and Pool Attendant Qualification
- Level 2 membership of the Register of Exercise professionals
- Willingness and ability to swim

**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 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
- Manual dexterity
- Ability to work under pressure

**Desirable**

<ul style="list-style-type: none"> <li>▪ <b>Coaching skills</b></li> <li>▪ <b>Problem solving skills</b></li> </ul>	
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**Passionate**  
*Creating an environment where there is a relentless commitment to success*

<p><b>Essential</b> (e.g. taking responsibility, able to work without supervision)</p> <ul style="list-style-type: none"> <li>▪ <b>Enthusiastic</b></li> <li>▪ <b>Positive attitude</b></li> <li>▪ <b>Sales techniques</b></li> <li>▪ <b>Ability to work without constant supervision</b></li> <li>▪ <b>Ability to work independently</b></li> </ul>	<p><b>Desirable</b></p>
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**Savvy**  
*Understanding the market, the business and customers in order to create competitive advantage*

<p><b>Essential</b> (e.g. customer care skills internal &amp; External, anticipating needs, exceeds expectations, Team working, job knowledge, job skills &amp; any specific aptitudes such as typing skills)</p> <ul style="list-style-type: none"> <li>▪ <b>Customer focused / can-do</b></li> <li>▪ <b>Understanding the internal and external customer needs</b></li> <li>▪ <b>Anticipate customer needs</b></li> <li>▪ <b>Open to new ideas</b></li> <li>▪ <b>Cultural awareness</b></li> <li>▪ <b>Willingness to learn about the Hotel/ Spirit Health Club standards/products and services</b></li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ <b>Literate in Computer Technology</b></li> <li>▪ <b>Understanding of the Hotel Industry standards, and Spirit Health Club policies and procedures</b></li> </ul>
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