



**JOB TITLE:** Assistant Thermal Village Manager

**JOB REFERENCE:** ATVM 02/20

**REPORTS TO:** Thermal Village Managers

To apply, please email your CV detailing how to meet the criteria to [HR@galgorm.com](mailto:HR@galgorm.com) ref; ATVM 01/20

**Job Purpose:** To support the Thermal Village Managers with the Management of the Thermal Village.

#### **About the Spa at Galgorm:**

Our Spa is open to residents and Spa members and offers signature treatments and a unique spa experience including the world-renowned Thermal Village.

The Spa at Galgorm is the ultimate in relaxation and luxury wellness having won Global Luxury Spa Hotel of the Year 2018 at the World Luxury Hotel Awards. As a global winner of the Luxury Hotel Spa award, this places Galgorm Spa & Golf Resort firmly on the map as a world-class destination, beating competition from some of the world's most iconic spa Resorts.

Over the last few years, Galgorm received several high-profile global awards including:

- The Good Spa Guide – 5 Bubble Luxury Spa
- World Luxury Spa & Restaurant Awards – Best Luxury Countryside Spa (UK)
- World Spa & Wellness Awards 2018 – Resort Spa of the Year (Western Europe & Scandinavia)
- Good Spa Guide 2017 – Best Spa in Northern Ireland
- Gold Medal Awards 2018 – Ireland's Four-Star Resort

#### **The Position:**

- Driving, leading and overseeing all aspects of the existing Thermal Spa business whilst also focussing on the standards and facilities.
- In the Thermal Village Managers absence, ensuring standards are maintained in all areas and organising maintenance repairs.
- Driving revenue daily and encouraging all staff to upsell availability.
- Understand the pool plant procedures and ensure these are followed.
- Ensure correct level of staffing in line with the needs of the business.

#### **The Person:**

The successful applicant must:

- Have knowledge of pool/leisure facilities.
- Demonstrate a very real and sincere passion for delivering outstanding customer service which will include building relationships with guests and Spa members.
- Be an exceptional people manager with demonstrable experience of building, managing, developing and motivating staff to ensure excellence is achieved consistently every day.
- Be prepared to do whatever it takes to ensure that service standards are maintained.

- Be able to demonstrate outstanding communication skills.
- Be an innovator with the ability to think creatively and to translate concepts into practical operations.
- Have excellent organisational and administration skills with the ability to prioritise and manage time effectively.
- Be available to work shifts and at weekends.

**The closing date for this position is Wednesday 5<sup>th</sup> February at 12pm.**

**Galgorm Spa & Golf Resort are an Equal Opportunities Employer**

**We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.**

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.