



Fairmont Southampton is a premier luxury resort and regarded as a leader in the hospitality industry. Our mission is to turn moments into memories for our Guests. An exciting hospitality career awaits you if you are committed to providing our Guests with an authentically local experience through providing warm and engaging service.

DIRECTOR OF WELL-BEING

Responsibilities Include: Directing, leading and managing the daily Spa and Recreation operations including strategic planning to maximize cost efficiencies and revenue opportunities; Preparing and monitoring annual budgets including analysis, monthly forecasting, operational and capital requirements; Controlling costs i.e. purchases, services, staffing etc.; Reviewing remuneration of all salaried colleagues and independent contractors; Ensuring scheduling, payroll and related functions are efficiently managed; Developing an effective recruitment strategy including managing, leading, developing, training, motivating and retaining Spa and Recreation Leaders and colleagues; includes performance management; Organizing effective weekly/monthly department communication meetings; Creating and leading the implementation of 12-month sales and marketing plan; Assisting in implementing 12-month public relations programme including calendar of events, media etc.; Working with Corporate advertising, promotion and public relations as well as hotel Regional Sales & Marketing as required; Acting as spokesperson for the Spa, leisure and the Brand; Maintaining daily visual presence throughout all assigned areas; Submitting monthly reports including business reports and treatment/recreation audits; Tracking and responding to Guest concerns and scores; Tracking and actioning colleague feedback; Establishing and executing all department goals; Ensuring all assigned departments adhere to all health and safety policies and procedures; Assisting with developing and adhering to all department emergency procedures and Apache Manual; Adhering to Spa and Recreation Policies as well as Standard Operating Procedures manual; Other duties as assigned

Qualifications: Bachelor's Degree in Business Administration or Spa Management or Recreation Management an asset; 5 years of relevant progressive experience in a senior management position with a Spa required; Experience with leading and managing recreational programmes; Experience and training in one of the Spa disciplines of fitness or therapy preferred; Experience in the hospitality industry an asset; Excellent innovative and entrepreneurial skills with an established record of achieving successful results; Proven leadership, team management, training and coaching skills with evidence of developing exceptionally motivated teams; Excellent analytical, problem solving, administrative, multi tasking, organization and prioritization skills Excellent interpersonal and communication skills; Proven report writing and presentation skills; Ability to work efficiently, independently and cohesively, consistently producing quality results; Previous experience with Spa software programmes an asset; Proficient with MS Office applications required

Schedules: Irregular hours including nights, weekends and public holidays apply to this position

The successful candidate is required to work cohesively as part of our team in a demanding, multi-cultural diverse environment

**Apply Online To:
www.fairmontcareers.com**

**Talent & Culture: 101 South Shore Road,
Southampton SN02 / Telephone 238-8000 / Fax: 238-0680**

Closing Date: 4 September 2018