



Isle of Mull Hotel & Spa

The Isle of Mull Hotel & Spa is situated on Craignure Bay on the beautiful Isle of Mull. With 82 bedrooms and a spa and leisure area, the hotel is the largest on the island and caters for individuals, groups and tours. The hotel offers the only swimming pool on the island, which is used by both the hotel's guests and the local residents of the island, including schools who use the pool to teach the children to swim. Our focus on local and Scottish produce means we deliver only the finest foods and alongside this we aim to provide exceptional service and guest experience at every opportunity.

Spa and Leisure Manager

As the Spa and Leisure Manager you will lead, inspire and motivate your team in order to provide first class service and a lasting memory of our company values in our customers. This is a hands on role overseeing an important part of the hotel, working closely with the General Manager in achieving and exceeding targets, managing day to day operations and optimising financial performance while maintaining high standards of professionalism and customer service

Candidate Attributes:

- Ability to lead and work as part of a team, remaining approachable, with the ability to be authoritative
- Methodical approach to work with the ability to work under pressure and multitask
- Enthusiasm for the role with a 'can do' attitude
- Excellent communication skills, with a good standard of spoken and written English
- Well dressed and presentable with a friendly and polite manner
- First class customer service skills with the ability to upsell
- Flexible approach to work hours
- Computer literate

Essential Qualifications and Experience:

- Minimum of one year supervisory or managerial experience
- Relevant qualifications in spa/beauty treatments

Candidate Responsibilities:

- Ensure quality service, cleanliness and maintenance of the spa area in line with standard and emergency operating procedures
- Provide leadership and support to foster a highly motivated team
- Delivery excellent customer service with a friendly and professional approach

- Prepare weekly and monthly financial statistical reports
- Establish and maintain marketing objectives
- Diary and appointment management and other administrative duties
- Drive sales of treatments, memberships and retail products
- Monthly stocktakes and ordering of products and supplies
- Preparation of weekly rotas
- Carrying out spa and beauty treatments
- Operate the department in line with Normal and Emergency Operating procedures
- Fully aware of Health and Safety legislation for Spa and Leisure areas.
- Ensure every opportunity to upsell and increase sales to meet and exceed all financial targets

In return we offer:

- Entry to our employee Fair Fund
- Live in option available
- Use of the Hotel leisure facilities
- Part of a tight knit team

Competitive salary: Dependent upon experience

Crerar Hotel's values: Crerar Hotel Group is one of Scotland's leading privately owned hotel companies. Crerar Hotels work hard on talent development and always look to progress individuals through internal promotion. This role represents a fantastic opportunity for a dynamic individual to join a dynamic company.

By joining the Crerar Hotels team you'll also automatically be eligible to receive our Fair Fund. Our Fair Fund has been created to reward staff and encourage personal development. Each time a guest or customer decides to pay an optional service charge for great customer service, all staff members will benefit on an equal basis.

If this sounds like your dream job, we would love to hear from you!

Candidates must be eligible to work in the United Kingdom.

Please send your CV and cover letter outlining your experience and suitability for the role to the attention of Hilary Goldsmith at ops.isleofmull@crerarhotels.com.

Thank you for your interest in Crerar Hotels. Should we wish to progress with your application, we will aim to respond within 14 days. If you do not hear from us, thank you in advance for the opportunity to consider your application. **No agencies at this stage please.**