



Thainstone House, Inverurie

Thainstone House is a grand family home and hotel in Inverurie, near Aberdeen. The house dates back to the 18th century and has a rich history as both a grand private home and as a much loved Aberdeenshire landmark. Now lovingly restored, this elegant 48 bedroom Aberdeen hotel welcomes its guests with traditional Scottish hospitality.

Tasteful décor throughout the hotel, along with high quality guestrooms, a fine dining 2AA Rosette restaurant and the atmospheric Stockman's Bar all compliments our Spa and Leisure Club.

Thainstone Leisure Club provides its strong Inverurie membership base with an outdoor hot tub, indoor heated pool, state-of-the-art gymnasium and a relaxation area with two spa treatment rooms.

Spa and Leisure Manager

As Spa and Leisure Manager you will build professional relationships with members and guests. You will lead the team in demonstrating a first class service and create a lasting memory of our company values in our customers.

Candidate Attributes:

- Ability to lead and work as part of a team, with the ability to be authoritative whilst remaining approachable
- Methodical approach to work with the ability to multitask and work under pressure
- Enthusiasm for the role with a 'can-do' attitude and a passion for health and fitness
- 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

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
- Deliver 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
- 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 or exceed all financial targets
- As part of the management team you will undertake duty management shifts

Relevant Qualifications:

- Minimum of one year's managerial experience in a similar role
- Level 2/3 Diploma in Body and Spa Therapy would be an advantage
- Pool plant trained
- First aid trained
- Personal training experience will be an advantage

What We Can Offer You:

- Competitive salary, dependent upon experience
- Entry to our employee Fair Fund
- Live-in option available
- Use of the hotel leisure club
- Meals on duty
- Discounts across the Crerar Hotel Group

Crerar Hotels 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!

Please send your CV and cover letter outlining your experience and suitability for the role to the attention of David McDonald at gm.thainstone@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.**