

JOB DESCRIPTION

Job Title:	Club and Accommodation Host – Full Time
Current Grade:	Band C - £29,703.00 to £31,188.00 per annum FTE (Appointment is usually made at first point of the scale.
Department	Commercial Development
Division:	The Club and Accommodation
Reports to (Job Title only):	Club and Accommodation Manager
Date Form Created:	
Comparable/Peer Role:	

1. Main Purpose of the Job:

Ensure smooth operations across the gym, spa, and accommodation areas by providing high-quality service to all customers. Support them in achieving their goals while prioritising the health, safety, and security of customers, residents, and property. Supervise the health and safety aspects of the halls of residence and club area during the shift to provide a safe environment for students and members. Club and accommodation Hosts will work closely with team leader to achieve the targets and goals set for the operation of the business and manage a range of operational aspects. Serve as the primary point of contact for all aspects of leisure and accommodation operations at the front desk.

2. Main Duties:

- Responsible for stock, files and equipment security daily
- Completing daily checks of premises
- Completing checks for pool and wet side environment, including pool water clarity
- Where applicable qualifications are held, role will involve covering Gym inductions, Classes and involvement in creating class programmes.
- Managing emergencies, including evacuations
- Be the first point of contact for all areas of the leisure and accommodation operation at the front desk via face to face, telephone, e-mails, and text.
- Interact, and communicate effectively, with customers, residents, personal trainers, class instructors and staff at all levels.
- Always deliver a high level of customer service to ensure a consistently exceptional customer experience.
- Arrange tours of Accommodation, Gym and Spa areas with prospective customers/clients.
- Provide pool responder cover to the pool and wet side area.
- Maintain defined front of house standards, ensuring all leaflets are fully stocked, displays clearly laid out and counters are clean and free from clutter as required
- Maintain basic cleanliness of gym and wet side area and complying with H&S regulations.
- Always deliver a healthy and safe environment. This will include First Aid cover, periodical monitoring CCTV system, checking first aid equipment and knowledge of defibrillator equipment.
- Responsible for computer operated management/database systems, cash/goods handling, digital payments systems (PDQ), direct debit procedures,
- Responsible for collating and management of personal information – names, address's, financial details, medical records in line with data protection of club members, staff and student residents
- Strictly comply with GDPR procedures
- Have a complete understanding of the policies and procedures for the accommodation operation, including tenancy documents, medical records, debt management system, summer school operation

- Regularly checking and reviewing information booklets to ensure they are up to date and relevant
- Act as the fully trained first aider, emergency pool responder and fire warden
- Management of customer debt process – letters, payments, procedure
- Managing guest process for accommodation – filling in reservation sheet, payment forms and reconciliation of spreadsheets / reports to reflect takings.
- Key holder responsibilities for club and accommodation areas – opening and securing premises at the end of the day

3. Position in Organisation

- Club and accommodation Host will report directly to the team leader, senior hosts, and general manager.
- Supervise all customers, members, residents, and other users of the facilities during the shift.

4. Dimensions and Limits of Authority:

- Carry out direct marketing a sales activity for promotion of services and facilities. Examples would be off site promotional activity, on campus marketing activity at student days/fresher's weeks, etc.
- Manage and seek feedback from all areas of the operation to ensure satisfaction levels of customers are maintained.
- Ensure all normal operating procedures, college policies and emergency procedures are adhered too by customers and guests
- Taking an active role in disciplinary procedures, investigations and hearings with accommodation students
- Carrying out room inspections before, during and on completion of residents stay within accommodation
- Responsibility for issuing and accepting deliveries, parcels and mail for residents, sub-contractors and the club reception

5. Qualifications, Knowledge and Experience:

Essential Qualifications:

- Educated to SCQF Level 6 in the leisure industry
- Certificate in Personal Training Level 3
- Excellent interpersonal skills
- Excellent written communication and numeracy skills
- Excellent problem-solving skills

Desirable Qualifications

- Pool Emergency Responder/ Pool lifeguard qualification
- Certified First Aider with up-to-date training
- Class Instructor
- Appropriate ICT skills

Essential Experience

- Experience in customer service, sales, and conflict resolution are essential
- Must have proven experience and the ability to multitask, particularly in a fast-paced work environment
- Proficiency in tasks such as scheduling appointments, managing memberships, responding to inquiries, and maintaining records
- Strong knowledge of office systems, processes, and administrative procedures.
- Experience in a receptionist or customer service role, preferably in the spa or hospitality industry.

Desirable Experience

- Working within student / education environment
- Interaction with customers of different needs and abilities
- Experience in fitness and leisure industry
- Familiarity with health club management software or booking systems is an advantage

6. Working Environment / Sensory and Physical Demands

- Ability to work flexibly to meet the needs of the business. Covering weekends, bank holidays, evenings.
- Physical activities can include lifeguarding pool area, inspection of buildings and premises, including the outside environment.
- Pool wet side equipment uses such as hoists and sauna/steam rooms.
- Some manual handling, specifically gym equipment.
- Handling pool chemicals and basic tasks in the plant room

PERSON SPECIFICATION

Qualifications, Knowledge & Experience	Essential or Desirable (E or D)	Assessment Method (Application/ Interview)
Educated to SCQF Level 6 in the leisure industry	E	Application
Certificate in Personal Training Level 3	E	Application
Excellent interpersonal skills	E	Interview
Excellent written communication and numeracy skills	E	Application/ Interview
Excellent problem-solving skills	E	Application/ Interview
Pool Emergency Responder/ Pool lifeguard qualification	D	Application
Certified First Aider with up-to-date training	D	Application
Class Instructor	D	Application
Appropriate ICT skills	D	Application / Interview
Experience in customer service, sales, and conflict resolution	E	Application / Interview
Must have proven experience and the ability to multitask, particularly in a fast-paced work environment	E	Application / Interview

Qualifications, Knowledge & Experience	Essential or Desirable (E or D)	Assessment Method (Application/ Interview)
Proficiency in tasks such as scheduling appointments, managing memberships, responding to inquiries, and maintaining records	E	Application / Interview
Strong knowledge of office systems, processes, and administrative procedures.	E	Application / Interview
Experience in a receptionist or customer service role, preferably in the spa or hospitality industry.	E	Application / Interview
Working within student / education environment	D	Application / Interview
Interaction with customers of different needs and abilities	D	Interview
Experience in fitness and leisure industry	D	Application / Interview
Familiarity with health club management software or booking systems is an advantage	D	Application / Interview

Further Information
We operate a guaranteed interview scheme and open this to people from minority ethnic backgrounds; people living with a disability, the care experienced and Armed forces veterans - if you meet the essential criteria, you will automatically be selected for an interview. Applicants who are eligible under the Guaranteed Interview Scheme and who meet all of the essential criteria at the application stage will automatically be invited to interview. Please note that the successful candidate may be required to work flexibly to meet service needs, including varying working hours and working across different locations.

Key Dates	
Advert Closing Date:	1 st November 2026
Interview Date:	w/c 9 th November

APPROVAL – INTERNAL USE ONLY

Signature – Line Manager:	
Name:	
Job Title:	
Date:	