



Maya Blue Wellness Centre – Assistant Wellness Manager

We are looking for a talented and passionate **Assistant Wellness Manager** to join our exclusive Maya Blue Wellness Centre at the Titanic Hotel, Liverpool. This is an exciting opportunity for an ambitious individual ready to support the leadership and day-to-day success of a luxury wellness destination.

Benefits include: Free parking, meals whilst on duty, 50% discount in Food & Beverage outlets, Friends & Family room rates, employee assistance programme, death in service benefit, employee and management annual awards, employee of the month awards, manager of the month awards, staff appreciation week, Summer staff party, long service awards, training, development and appraisals, recommend a friend bonus, company pension provision, departmental incentives.

The Titanic Hotel Liverpool is all about the restoration of one of our city's most historic and iconic buildings. It forms part of the Stanley Dock Village development overlooking the waters of Stanley Dock. The hotel is of unequalled proportion in size, service and style.

Hotel Facilities include:

The hotel has 153 bedrooms, the smallest room being 56 sq. metres. Our bedroom types are Classic, Superior and Presidential Suites.

We have Stanley's Restaurant & Bar, which has 140 covers, along with the Rum Bar, our Cocktail & Coffee Lounge.

Our Wellness Centre features a Thermal Suite with 10 treatment rooms, relaxation room, sauna, sanarium, steam room, foot baths, experience shower and a fully equipped gym.

About the Role

As **Assistant Wellness Manager**, you will support the Wellness Operations Manager in ensuring the smooth and efficient running of the Wellness Centre. You will play a key role in maintaining exceptional service standards, supporting team development, and delivering an outstanding guest experience.



You will assist in overseeing daily operations across all wellness facilities including treatment rooms, pool, gym and relaxation areas, ensuring the highest levels of cleanliness, presentation and service at all times.

You will help monitor departmental performance, support financial controls, and contribute to achieving revenue targets and profitability.

You will also assist in managing guest feedback, ensuring continuous improvement across services and programmes, and stepping in to lead shifts and operations when required.

This role offers an excellent opportunity for career progression within a highly regarded team known for its commitment to training, development and internal advancement.

What we are looking for:

We are seeking a highly motivated individual with experience in a similar or supervisory role within a luxury spa or wellness environment.

- Confident communicator with strong interpersonal skills
- Passionate about wellness and delivering exceptional guest experiences
- Minimum 1–2 years' experience in a luxury spa or wellness environment
- Experience supporting team leadership, training or supervision
- Proactive, organised and solution-focused approach
- Strong attention to detail and commitment to high standards
- Basic understanding of KPIs, targets and operational performance
- Familiarity with spa management systems such as Premier Spa, Journey or similar

Additional skills required:

- Strong team support and leadership skills
- Excellent customer service and selling skills
- High level of professionalism and personal presentation
- Ability to remain calm and effective under pressure
- Empathy and a supportive approach to colleagues
- Confidence when interacting with guests, including high-profile clientele
- A warm, engaging and professional personality



All applicants who are offered employment will need to provide satisfactory references and proof of their right to live and work in the UK before their appointment is confirmed.