



Maya Blue Wellness Centre Operations Manager
Annual Salary £33,000.00 plus benefits (see below)

We are looking for a talented and passionate Wellness Centre Operations Manager to join our exclusive Maya Blue Wellness Centre at the Titanic Hotel, Liverpool.

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 a hotel of unequalled proportion of 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. We have the Rum Bar which is our Cocktail & Coffee Lounge.

We have a Thermal Suite with 10 treatment rooms, relaxation room, sauna, samarium, steam room, foot baths & experience shower plus a fully equipped gym.

About the Role

As Maya Blue Wellness Centre Operations Manager you will be a professional business manager responsible for the flawless running of the Wellness Centre by continuing to develop our first-class team and ensuring they provide exceptional personal guest service.

You will ensure that departmental standards, goals and targets are achieved whilst ensuring the achievement of optimum profitability and maintaining the financial control of the department.

You will oversee daily operations across all the Wellness facilities including treatment rooms, pool, gym and relaxation areas.

You will manage customer feedback effectively to ensure continuous service and programme improvement.

This role offers an exciting opportunity to join an outstanding team renowned for their approach to training, career development and progression.



What we are looking for:

We are looking for a highly motivated individual, who has worked in a similar role.

- Confident communicator with exceptional people skills and the ability to develop your team to deliver an outstanding product and guest service.
- Passionate about your team and Wellness environment and will have previous experience of training & leading within a similar role in a quality hotel environment.
- Minimum 2 years' experience in a luxury spa or wellness environment
- Demonstrated leadership capability with a proactive, solution-focused mindset
- Strong communication skills with the ability to lead, coach and delegate effectively
- High attention to detail and commitment to luxury service standards
- Basic understanding of budgets, KPIs, forecasting and operational performance
- Experience with spa management systems and computer applications like Prem Spa, Journey etc.

Other skills that will need to be demonstrated include:

- Great team leading & building skills
- Excellent selling skills
- Exceptional customer care skills
- Empathy for your colleagues
- Ability to work under pressure
- Pride and attention to detail in your work
- An exceptional & consistent personal presentation
- Distinctive, professional and warm personality
- Confidence & professionalism in dealing with high profile clients

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