



Job Description: Wellness Manager

Job Overview

As a Wellness Manager at Lakeside Health and Wellness Resort, you will play a pivotal role in ensuring the successful implementation, execution and continuous improvement of our award-winning wellness programs under our multiple brands. You will be responsible for overseeing all aspects of these programs, coordinating various activities, and ensuring a memorable and transformative experience for our guests. This role requires a strong passion for wellness, exceptional leadership skills, and the ability to manage and enhance existing programs to maximize guest satisfaction.

Key Responsibilities

1. Program Management: Oversee the day-to-day operations of our wellness programs at Lakeside Health and Wellness Resort, ensuring their smooth execution and adherence to established guidelines. Coordinate schedules, activities, rosters and resources to deliver a seamless and impactful experience for guests.
 - a. Facilitate a one-on-one Personal Training session in our Gym having regards for professional standards around safety and abilities; and
 - b. Facilitate a dynamic Group Fitness Class with up to 15 guests at a time having regards for professional standards around safety and abilities; and
 - c. Facilitate Yoga and Meditation classes with up to 22 guests at a time having regards for professional standards around safety and abilities; and
 - d. Facilitate multiple group in-person and online wellbeing workshops, including self care, mindsets, gut health, nutrition, label reading, meal planning functional movement, and others; and
 - e. Undertake one-on-one guest consultations using active listening, non-judgemental and empathetic approach; and

- f. Undertake one-on-one guest appointments from our Wellness Menu; and
 - g. Create fitness plans for our guests as required; and
 - h. Create engaging social media content of our Organisation for sharing online; and
 - i. Adhere to our well-established systems and policies at all times.
- 2. Guest Experience: Interact with guests, address their wellness needs, and provide guidance and support throughout their wellness journey at Lakeside Health and Wellness Resort, encouraging them to prioritise pragmatic health changes they can continue at home. Foster a welcoming and inclusive environment that encourages guest engagement and participation in the wellness programs and available wellness activities.
- 3. Collaboration: Health has many facets, and we have a large team of wellness professionals at Lakeside Health and Wellness Resort, including fitness instructors, yoga instructors, nutritionists, therapists, and other staff members. You will need to work closely with and harmoniously within that team to facilitate customer care and ensure each guest receives the care they require. You will respectfully collaborate with other resort departments at Lakeside Health and Wellness Resort, including spa, culinary, and activities, to further offer support and integrate wellness concepts into their offerings. Work closely with the marketing team to promote wellness programs and ensure effective communication to guests and potential guests.
- 4. Guest Feedback and Evaluation: Gather and analyze guest feedback at Lakeside Health and Wellness Resort to continuously improve the wellness programs and guest experience. Regularly assess program effectiveness, identify areas for enhancement, and implement changes accordingly after discussion with Management.
- 5. Health and Safety Compliance: Ensure compliance with health and safety regulations at Lakeside Health and Wellness Resort, maintaining a clean, safe, and healthy environment for guests and staff. Implement and enforce proper sanitation, emergency protocols, and risk management procedures.
- 6. Wellness Trends Research: Stay abreast of industry trends, emerging research, and innovative practices in wellness. Incorporate new ideas and approaches to enhance the existing wellness programs at Lakeside Health and Wellness Resort and keep the resort at the forefront of wellness experiences.

Other Important Information

Candidate Requirements

All of the following qualifications and skills are required to apply for this role:

- Experienced Personal Trainer and/or Group Fitness Instructor;
- Experienced Yoga Instructor;
- Experienced in delivering group presentations/workshops;
- Exemplary customer service; to both internal and external customers;
- Excellent team work;
- Clean Full NZ Drivers License;
- A passion for helping people and serving others;
- Meets all Visa requirements to work full-time in New Zealand.

Any of the following qualifications and skills are highly sought-after:

- A high degree of computer literacy;
- Qualified Nutritionist;
- Qualified Counsellor;
- Qualified Coach;
- Experience in the mental health and wellbeing sector;
- Experience working in a health and wellness retreat;
- Confident in social media and online content creation;
- First Aid training

Job Location

Work must be performed on-site at Lakeside Health and Wellness Resort, Lake Karapiro, New Zealand

Employment Basis

Permanent employment, full-time or part-time (flexible for the right candidate)

Employment Hours

Generally, 6.30am - 2.30pm on rostered days, some weekend work will be required