JOB DESCRIPTION: SAUNA HOST

Role:	Sauna Host /Sauna Guide
Location:	Deptford, SE8
Contract:	Flexible part-time and regular working opportunities available, with a minimum commitment of two 8-hour shifts per week
Hours:	A mixture of early mornings, late evenings and weekends
Salary:	£13.50–£14.80 per hour, depending on experience and responsibilities
Benefits:	Paid holiday, staff membership, discounts, training
Reporting To:	Sauna Manager

About the role

We are looking for warm, confident and reliable **Sauna Hosts and Sauna Guides** to join the team at our soon-to-open, independent sauna and cold plunge space in Deptford.

As a new, community-focused wellness business, we want to create a space where people feel welcome, comfortable and looked after, whether they're visiting for the first time or are regular sauna users.

This is a hands-on, guest-facing role. You'll be responsible for welcoming visitors, helping sessions run smoothly, maintaining high standards throughout the space and contributing to a calm, friendly and inclusive atmosphere.

We're looking for people who genuinely enjoy working with others, take pride in the details and understand that a great sauna experience is about much more than the facilities themselves.

You don't need to have worked in a sauna before. Experience in hospitality, fitness, wellness, leisure or customer service is valuable, and we'll provide training to help you develop your knowledge and confidence.

For candidates with relevant sauna experience, there will also be opportunities to take on more of a **Sauna Guide** role, helping guests understand and enjoy sauna and cold plunge experiences safely and confidently.

Your responsibilities will include:

- Welcoming guests and creating a warm, relaxed and professional first impression.
- Checking guests in, managing bookings, helping sessions run smoothly and on time.
- Introducing first-time visitors to the space, explaining how everything works and communicating sauna and cold plunge etiquette.
- Helping guests feel comfortable, informed and confident throughout their visit.
- Ensuring the sauna, cold plunge areas, changing facilities and communal spaces are consistently clean, safe and well-presented.
- Preparing and resetting the space between sessions.
- Monitoring guest comfort and following established health and safety procedures.
- Supporting opening and closing procedures, including cleaning, preparation and basic operational checks.
- Responding to customer questions and resolving straightforward issues in a friendly and professional way.
- Identifying and reporting maintenance issues, equipment faults or safety concerns.
- Supporting the Sauna Manager/other team members to keep the space running smoothly.
- Helping build relationships with regular guests and creating a welcoming sense of community.
- Taking pride in the space and contributing ideas to improve the guest experience.

Additional responsibilities for experienced Sauna Guides:

Depending on your experience and training, you may also:

- Guide guests through sauna and cold plunge experiences, including explaining safe use and appropriate precautions.
- Help introduce guests to sauna rituals/techniques in line with our operating procedures
- Support first-time sauna users and help create a comfortable, inclusive experience.
- Share your knowledge and enthusiasm for sauna culture with guests/team members
- Help develop the atmosphere and experience of the space as the business grows.

About you:

We are looking for someone who is:

- **Warm, friendly and genuinely good with people.**
- Reliable, punctual and comfortable taking responsibility during shifts.
- Calm, confident and professional, including during busy periods.
- Detail-focused, particularly when it comes to cleanliness, safety and customer experience.
- Happy working as part of a small, supportive team.
- Comfortable with the practical, hands-on aspects of the role, including cleaning and preparing the facilities.
- Interested in sauna, cold water, wellness, fitness or community-focused spaces.
- Keen to learn, develop new skills and contribute to a growing business.
- Looking for regular, ongoing work, with availability for multiple shifts per week, including early mornings, late evenings and weekends.

Previous sauna experience is welcomed but not essential. Experience in hospitality, customer service, fitness, wellness or leisure would be an advantage.

Above all, we're looking for people with the right attitude who care about making every guest feel welcome.

Working hours and availability:

We're building a small, committed team and are looking for people who want to become a valued part of our sauna community.

We have opportunities for people looking for regular, substantial weekly hours, as well as those seeking a more flexible part-time role.

Shifts will include early mornings, late evenings and weekends, so some flexibility across these times will be important.

We'll aim to create a fair, consistent rota that works for both the team and the needs of the business.

Pay & Progression:

Sauna Host: £13.50–£14.00 per hour

For people with strong customer service skills, a warm and welcoming approach, and an interest in sauna and wellness. Previous sauna experience is not essential.

Sauna Guide: Up to £14.80 per hour

For candidates with relevant sauna experience, confidence guiding guests and the ability to take on additional responsibilities around sauna rituals, guest wellbeing and the overall sauna experience.

We welcome applications at both levels and offer opportunities to develop from Sauna Host into Sauna Guide as your experience and confidence grow.

What we offer:

- Competitive hourly pay with progression opportunities.
- Flexible and regular working opportunities, with a minimum commitment of two 8-hour shifts per week.
- Opportunities to work additional shifts and hours.
- Paid annual leave in line with statutory entitlement.
- Staff membership and discounts.
- Training, development and support.
- The opportunity to join a new, independent wellness business from the beginning.
- A warm, inclusive and community-focused working environment.
- Opportunities to develop your sauna experience and responsibilities.

We're building something we hope will become a much-loved part of the local community, and we'd love to find people who want to help shape that experience from day one.

Training & Development:

We want everyone on our team to feel confident, knowledgeable and supported in their role.

We'll provide:

- **Employer-funded first aid training and certification**, appropriate to the role, including responding to incidents and emergencies in a sauna and cold plunge environment.

- Training in sauna and cold plunge safety, including recognising signs of overheating, fainting and cold-related distress.
- Guidance on safe operating procedures, emergency responses and when to escalate concerns.
- Training in customer care, guest experience and creating a welcoming, inclusive environment.
- Ongoing support from the Sauna Manager and opportunities to develop into more experienced Sauna Guide responsibilities.

All required training will be paid for by the business, with mandatory training time treated as paid working time.

How to apply

If you're excited about joining Hot Lizard and helping us build something special in Deptford, we'd love to hear from you!

Please send your CV and a short introduction telling us a little about yourself, your relevant experience and why you'd like to join the Hot Lizard team.

Get in touch with our founders, Ange and Alex:

Ange: Ange@wearehotlizard.com
Alex: Alex@wearehotlizard.com

We look forward to hearing from you!