JOB DESCRIPTION: SAUNA MANAGER

Role:	Sauna Manager
Location:	Deptford, SE8
Contract:	Permanent, Full time (40 Hours)
Hours:	Early, late and weekends
Salary:	£35k-£40k
Benefits:	Staff membership, discounts, performance bonus, training
Reporting To:	Founders/Directors

About the role:

We are looking for a confident, **warm** and capable **Sauna Manager** to lead the day-to-day running of our soon to be opened, **start-up**, sauna and cold plunge space.

This is a hands-on role, not just focussing on the future day-to-day operations but also the set-up and launch of the business.

You do not need to have managed a sauna before, but you should have experience working in a sauna business, taking responsibility on shift, and creating a **high-quality customer experience**.

This role would suit someone who has already shown leadership in hospitality, fitness, wellness, leisure, events or customer service and combined with their sauna experience, is now ready to combine the two and step into a position with more autonomy, authority and ownership.

Your responsibilities will include:

As Sauna Manager, you will be responsible for making sure the space runs smoothly, safely and professionally. You will be the senior person on site during shifts, supporting the team, welcoming guests, maintaining standards and making sure every customer has a **calm, enjoyable and well-managed experience**.

You will play a key role in shaping the atmosphere of the space: warm, inclusive, organised and quietly confident.

Your responsibilities will include:

- Acting as the main point of contact for guests during their visit.
- Creating a welcoming, relaxed and professional environment.
- Leading the team on shift and helping manage the flow of the day.
- Supporting, guiding and delegating tasks to hosts and other team members.
- Ensuring the sauna, cold plunge areas, changing areas and communal spaces are clean, safe and well-presented.
- Taking responsibility for opening and closing procedures.
- Acting as a key holder where required.
- Managing customer queries in person and by email during shifts.
- Maintaining high standards of customer service and tone of communication.
- Being the first point of call for any issues on shift, including customer incidents, first aid situations, safeguarding concerns, equipment faults or operational problems.
- Escalating issues appropriately to the wider management team.
- Helping maintain a consistent, premium and community-focused customer experience.

About you:

We are looking for someone who is:

- Confident leading a small team.
- Calm, reliable and organised under pressure.
- **Friendly, warm and good with people**.
- Comfortable taking responsibility and making decisions.
- **Detail-focused**, especially around cleanliness, safety and customer experience.
- A passion for wellness, sauna, fitness, community or hospitality.
- Happy working evenings and weekends as part of a full-time rota.
- Ready to step up into a role with more independence and ownership.

Taking ownership of the space:

We're looking for someone who wants to do more than simply manage shifts. As our Sauna Manager, you'll take real ownership of the day-to-day running of the space, helping us build a business that people love visiting and a team that enjoys being part of it.

You'll work closely with the founders, who will remain involved in the wider direction and development of the business, while trusting you to lead daily operations, maintain standards and make decisions on the ground.

This means:

- Taking pride in how the space looks, feels and operates every day.
- Leading, supporting and developing a small team of sauna hosts.
- Organising rotas and ensuring shifts are properly staffed.
- Taking responsibility for consistently high standards of cleanliness, safety and customer care.
- Noticing opportunities to improve how things work and taking the initiative to make them happen.
- Building relationships with regular guests and helping create a strong sense of community.
- Communicating openly with the founders about what's working, what isn't and what could be better.
- Helping establish the systems, routines and culture that will support the business as it grows.

We're a new, independent business, and we'd love to find someone who is excited by the opportunity to grow with us. You'll have genuine responsibility, a voice in how the space develops, and the opportunity to make a lasting impact from the beginning.

What we offer:

- A full-time leadership role in a **start-up** wellness business.
- The chance to help shape the culture and standards of the space.
- Training and support.
- Staff membership & discounts.
- A warm, inclusive and community-focused working environment.
- Opportunity to grow your sauna and business experience and responsibilities.

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!