



Job Title	Head of Wellness
Department	Spa
Approximate Department Size	20
Reports to	Hotel General Manager
Direct Reports	Spa Manager
Working hours and pattern	40 Hours / 5 Days a week as required
Will this role qualify for tronc or bonus?	Bonus

Purpose of this role

The Head of Wellness will lead the vision, philosophy, and long term direction of the Spa, ensuring the entire wellness offering is world-class, innovative, and aligned with the estate's nature-led ethos. This role blends strategic leadership, guest experience design and product innovation – championing forward thinking wellness concepts that position the Newt as a global leader in luxury wellbeing.

You will define the spa's future, shaping new experiences, anticipating industry trends, and setting uncompromising standards across all services, facilities, and guest touchpoints.

Responsibilities

Strategic Leadership & Vision

- Develop and deliver a bold, long-term wellness strategy that elevates The Newt to global prominence.
- Define and uphold the spa's wellness philosophy, ensuring every touchpoint reflects our identity and world-class standards.
- Monitor global wellness trends, innovations, and competitor activity to maintain a market-leading position.
- Identify opportunities for new revenue streams, service expansion, and experience development.

Guest Experience & Product Innovation

- Create signature treatments, seasonal programmes, workshops, and holistic experiences rooted in botanical and herb-led practices.
- Champion the development of natural and estate-derived treatments that reflect our unique wellness narrative.
- Ensure exceptional treatment quality and guest satisfaction in collaboration with the Spa Manager and Head Therapist.

Team Leadership & Collaboration

- Inspire, mentor, and develop the wider Spa team with calm, grounded leadership.
- Work collaboratively with the leadership team to ensure operational excellence and consistently high service delivery.
- Foster a culture of elevated hospitality, teamwork, and continuous improvement.

Commercial & Operational Excellence

- Identify revenue opportunities across treatments, workshops, retail, and partnerships while maintaining luxury standards.
- Use data-driven insight and sound judgement to safeguard quality, safety, and financial performance.
- Support long-term planning and efficient operational management across the Spa.

Core Characteristics

Essential

- Inspiring, calm, and grounded leadership presence in a dynamic luxury setting.
- Deeply guest-centric, intuitive, and committed to creating meaningful, personalised experiences.
- Visionary and strategic, balancing big-picture thinking with day-to-day excellence.
- Highly organised, forward-planning, and methodical.
- Confident decision-maker with strong judgement and integrity.
- Excellent communicator who builds strong relationships across teams and departments.
- Genuine passion for natural therapies, herbs, and botanical wellness traditions.

Desired

- Collaborative, uplifting leadership style.
- Naturally empathetic and supportive toward guests and colleagues.
- Creative and innovative thinker who champions continuous improvement and herb-led wellness concepts.

Skills and Experience

- Senior leadership experience within luxury hospitality, destination spas, or wellness resorts.
- Proven strategic mindset with a track record of innovation.
- Strong understanding of global wellness trends.
- Inspirational leadership skills and the ability to influence and motivate teams.
- Strong commercial acumen and experience managing budgets.
- Exceptional focus on guest experience and wellbeing.
- International luxury spa or wellness experience.
- Experience with achieving Spa accolades
- Background in natural or herb-based treatment development.



<ul style="list-style-type: none">• Experience with premium spa retail or product partnerships.
Qualifications desired for this role
<ul style="list-style-type: none">• CIDESCO, CIBTAC, or ITEC certification
What systems will be used in this role?
<ul style="list-style-type: none">• Acuity Scheduling• Fourth HR Platform
Department Description
<p>The Spa at The Newt in Somerset is a nature-led wellbeing space inspired by the estate’s gardens, herbs, and botanical traditions. The Hammam is a key feature of the Spa, offering natural cleansing and heat-based rituals central to our wellness philosophy. Guests also enjoy Rasul, Halotherapy, Steam Room, Sauna, and indoor/outdoor pools. Treatments and products are crafted using estate-grown herbs and botanicals, creating a calm, natural environment focused on real and restorative wellbeing.</p>