

## JOB DESCRIPTION

**Job Title:** Hair Salon Manager

**Job Reference :** SM/10/21

**Contract :** Permanent

**Salary :** £12 per hour plus commission

**Hours :** 37.5 hours a week

**Reports to:** Managing Director & Hotel Manager

### POSITION SUMMARY:

Ufford Park Ltd will shortly be opening our new look Hairdressing Salon and are therefore looking to employ an efficient and highly skilled Salon Manager to oversee & manage salon operations. The Salon Manager's responsibilities include enforcing staff compliance with the salon's health and safety policies, identifying ways to increase salon revenue, and ensuring that salon equipment is serviced and repaired as needed. The Salon Manager will demonstrate strong management and leadership skills and be able to motivate staff and achieve salon goals. Ultimately, an exceptional Salon Manager should achieve excellent service by ensuring that clients have pleasant salon experiences.

### Main Responsibilities

- Lead the salon staff team in providing excellent services and maximizing salon profit
- Manager day-to-day operations of the salon including opening and closing procedures, staff behaviour and customer intake procedures
- Interview, hire and train salon staff in procedure, policy and health regulations
- Organise employees' shifts, considering peak times and seasonality
- Setting goals for each staff member, evaluating staff performance and providing training and overall guidance.
- Monitoring salon supplies and equipment and ordering new stock as needed.
- Arrange for regular maintenance services for all equipment
- Apply hygiene practices across all hair & beauty stations
- Ensuring that the salon is clean and well maintained at all times
- Ensure all hair & beauty treatments meet high-quality standards
- Working with the HR Manager and Financial Controller to maintain staff records, including salaries and working schedules
- Working with the Marketing Manager to create and distributing promotional material to attract new clients
- Promote services, products and discounts on social media
- Receive payments from clients and track all transactions
- Providing all services offered by the salon, which includes hair cutting and styling
- Addressing and resolving client complaints regarding salon services and employee behaviour.
- Processing clients' payments and maintaining accurate financial records.

### Employee Specifications

- Proven experience as a Hair Salon Manager or similar role
- Good knowledge of hair treatments and products
- Secondary degree or equivalent experience in management or administration
- Extensive experience providing salon services to clients
- Advanced organizational skills to manage staff, operations and salon finances
- General bookkeeping and business finance skills
- Excellent communication and team-leading skills
- Detailed knowledge of the beauty industry and customer needs
- Interest and ability to continue learning about market standards and changes in trends

- Ability to stand on feet for long periods of time and move quickly to accomplish many tasks

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments & golf, 28 days annual leave (inclusive of Bank Holidays) and membership to the Company Pension Scheme.