

JOB DESCRIPTION

Job Title: Spa Therapist x 2

Job Reference : ST/04/22

Salary : £11 per hour : NVQ Level 3 certificate holder
£10 per hour : NVQ Level 2 certificate holder

Hours :

Post 1 : 22.5 hours a week (3 days) to include weekday and weekend working on a rota basis

Post 2 : 30 hours a week (4 days) to include weekday and weekend working on a rota basis

Direct Supervisory Responsibility for : All guests using the facility

Reports to: Spa Manager & Hotel Manager

POSITION SUMMARY:

We are looking for an additional Spa Therapist to join our expanding team, to deliver the Ufford Park Spa customer journey to all clients, which includes Spa guests, Club members and Hotel residents.

Main Responsibilities / Key Accountabilities:

- To deliver all treatments as directed by Spa protocols.
- Ensure the spa runs to a high operational standard, is safe and clean at all times.
- To consistently strive to deliver service excellence.
- To adhere to written procedures in place within the spa.
- To act as Spa Host when required
- To work a variety of shifts in accordance with the business needs including evenings & weekends and holiday cover when required.
- To deliver Spa treatments to a high standard.
- To have an understanding of all current spa promotional offers.
- To focus on service excellence, up selling / retail performance.
- To consistently achieve all financial / bonus targets on a daily basis.
- To follow daily cleaning & operational programme.
- Ensure daily operational tasks are completed as directed by Spa Manager
- Highlight maintenance issues within the spa and ensure these are reported to Spa Manager
- To ensure Spa & hotel management are made aware of any accidents or 1st aid incidents.
- To attend training provided to ensure continuous professional development.

- Ufford Park Health Club and Spa training will be provided to support this role including onsite inductions, product house and customer service training.
- Action plans and Objectives agreed with the Spa Manager.

Planning and Organisation:

Plan your day in advance by being proactive (by reviewing your day appointment sheet)

Decision Making and Use of Judgement:

Listening to your customers needs, if there are time restraints adjusting the treatments. Do not be afraid to seek advice if in doubt

Essential Internal and External Relationships:

Working well as a team as well as working by themselves. To be part of a team environment and always keeping your professional levels to a high standard

EMPLOYEE SPECIFICATION

	Essential (Insert below those skills, knowledge, education and experience that you have identified as essential)	Desirable (Insert below those skills, knowledge, education and experience that you have identified as preferred but not essential)	How Identified (Insert below how you will identify if they have these essential or preferred qualities)
SKILLS:	<ul style="list-style-type: none"> • Excellent customer service skills • Strong interpersonal skills • Customer focused attitude • Strong communication skills • Effective time management skills • Strong work and team ethic and can do attitude • Hardworking and flexible 	<ul style="list-style-type: none"> • Temple spa training • Jessica trained 	Interview and trade test
EDUCATION / KNOWLEDGE:	NVQ level 2 in Beauty Therapy	NVQ Level 3 in Beauty Therapy English and maths	CV Qualifications
EXPERIENCE:	Previous experience in the beauty industry	Two years experience working as a Spa Therapist ideally within a spa hotel environment	Trade test