



JOB TITLE AESTHETIC PRACTITIONER, BEAUTY THERAPIST

LOCATION Brunswick House, 499 Etruria Road, Newcastle-under-Lyme, ST4 6JR

LINE MANAGER Salon Manager

HOURS OF TRADING
 0. :) 0 - 18.00 Mondays, Wednesdays and Fridays
 0. :) 0 - 20.00 Tuesdays and Thursdays
 09:00 - 17.00 Saturdays and Sundays

CONTRACTED HOURS Hourly pay. A minimum of 32 hours per week.

HOLIDAY ALLOWANCE 30 days paid holiday per annum, including all statutory and bank holidays. Renewed each January and adjusted accordingly on a pro-rata basis for part-time hours.

BENEFITS Use of salon (out of hours) for authorised, complimentary staff treatments. Retail products can be purchased for personal use at trade price + VAT. Contributory company pension scheme.

ABOUT US We offer a full range of advanced skincare treatments, utilising the latest state-of-the-art technology. We aim to deliver a service that exceeds customer expectations and competitor standards thus elevating our client experience by ensuring that we endorse excellence, best practice and transparency.

POSITION SUMMARY

As an Aesthetic Practitioner at The Beauty Quarters, it is essential that you lead by example in presenting a professional and courteous image of the Company at all times. You will have the enthusiasm and drive to provide advanced laser treatments and therapies in a safe and comfortable manner, fulfilling different client needs and objectives. As an Aesthetic Practitioner, you will be fully conversant with all the techniques, products and treatments on offer in order to instil a confidence and trust in the salon environment.

We are looking for individuals with excellent customer service skills, a passion for spa and beauty, good organisational skills and a thorough attention to detail.

Successful applicants will already be experienced aesthetic practitioners and beauty therapists who have excellent personal presentation and a professional, positive and confident attitude.

PRIMARY RESPONSIBILITIES

<p>To deliver a variety of advanced laser and a range of beauty treatments in a safe and comfortable manner. These include non-surgical cosmetic treatments such as laser hair, vein, pigment and tattoo removal, microdermabrasion, peels, radio frequency skin tightening and other popular beauty treatments.</p>	<p>Acknowledge and respond to relevant customer queries, needs and expectations. Deal with any minor disputes with clients that do not require the intervention of management.</p>
<p>Maintain equipment, monitor stock levels and expiry dates of products.</p>	<p>Suggest and promote retail products or additional services.</p>
<p>Consult with, assess, evaluate and advise clients on suitable treatments and products; implementing bespoke treatment plans. Maintain and update client files and medical history on a regular basis in accordance with specific cosmetic procedure manuals and protocols. Refer clients to a Doctor when deemed necessary.</p>	<p>Uphold strict hygiene safety standards and follow health and safety regulations including the monitoring of clinic sharps bins, starting and finishing dates and replacing when necessary. This will include a daily inspection at the end of each day of all treatment rooms, to ensure all hygiene and health and safety standards are adequately met.</p>
<p>Keep a clean room and maintain supplies of stock/products and inform the Salon Manager when a reorder is necessary.</p>	<p>Co-operate with and report to management on any arising issues and produce management reports via the Phorest salon software system, as and when required. Respond to client emails or queries.</p>

PRIMARY RESPONSIBILITIES CONT'D.

Apply best practice and keep up-to-date with market trends, techniques, procedures, regulation and new product ranges. Undertake appropriate training courses to enhance or develop new skills. Promote the values of Beauty and the Bistro in a positive manner.

To provide support, guidance and training for the younger/junior therapists, as and when required.

Provide support where necessary by carrying out any other reasonable task(s) requested by the management team to assist in the smooth running of the salon. You may be required to open and/or close the salon when the salon manager is not on site.

Monitor and maintain own appointments diary via the salon software and prepare equipment in advance for upcoming appointments.

You have a duty to keep all equipment clean (to maintain high standards of hygiene) and in full working order to ensure procedures are successful and prevent injury to staff and clients. Any damage or breakdown of equipment must be immediately reported to the salon manager or directors.

If a receptionist or a junior therapist are not available, you will also be required to greet clients, check them in, answer the telephone, make bookings, serve tea or coffee and fulfill other reception duties.

PERSONAL ATTRIBUTES

ESSENTIAL

DESIRED

QUALIFICATIONS & TRAINING

- Minimum NVQ Level 3 Beauty Therapy or equivalent.
- Up-to-date training in various beauty treatments and confident in a larger range of advanced beauty treatments.
- Laser core knowledge training course.
- A good understanding of the applications and appropriate settings of the laser equipment.

- Educated to degree level, a BA(Hons) in beauty or aesthetics is desirable but not essential. Other institutions/qualifications may include: Confederation International Beauty Therapy and Cosmetology CIBTAC, ITEC, VTCT, CIDESCO.
- Any training in CACI, ESPA, DermaQuest, Sienna X or Artistic Nails

EXPERIENCE

- A minimum of 3 years hands-on experience in aesthetic and laser treatments in a salon environment; experienced in skin rejuvenation, tattoo, hair, vein and pigment removal.
- Excellent product knowledge and experience in creating bespoke treatment packages.

- Trained in Cynosure lasers and equipment.
- Excellent written and spoken English.

QUALITIES & ATTITUDE

- A caring and friendly attitude towards clients and colleagues, no matter what 'level' they are in the team - helping to create a warm and happy working environment.
- An effective communicator with first-class customer service skills and the ability to build effective relationships at all levels.

- Well organised, passionate, hard-working, highly-driven and dedicated to the industry with a strong belief in the products and treatments.

COMPETENCIES

Strong organisational skills.

Extremely strong people management skills, including customer service compliance.

Excellent interpersonal skills.

Strong multi-tasker and enthusiastic about learning all elements of the business.

PREPARED BY

NAME

Jessica Tams

SIGNATURE:

DATE

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RECEIVED
ON

__ / __ / ____

GIVEN TO
(Name of staff member)