

THE BEAUTY QUARTERS **JOB DESCRIPTION**



<b>JOB TITLE</b>	JUNIOR BEAUTY THERAPIST		
<b>LOCATION</b>	Brunswick House, 499 Etruria Road, Newcastle-under-Lyme, Staffordshire		
<b>LINE MANAGER</b>	Salon Manager		
<b>HOURS OF TRADING</b>	09:00 - 18.00 Mondays, Wednesdays and Fridays	<b>CONTRACTED HOURS</b>	Hourly pay. Both part time and full time contracts available.
	09:00 - 20.00 Tuesdays and Thursdays		
	09:00 - 17.00 Saturdays and Sundays		
<b>HOLIDAY ALLOWANCE</b>	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.		
<b>BENEFITS</b>	Use of salon out of hours for authorised, complimentary staff treatments Discount off food in the Bistro (excluding Saturdays and Sundays and after 6pm on Fridays). Products can be purchased for personal use at trade price + VAT.		
<b>POSITION SUMMARY</b>	As a Junior Beauty Therapist at The Beauty Quarters it is essential that you portray a professional and courteous image of the Company at all times. You will have the enthusiasm and drive to learn a variety of practices throughout the salon, spa and skin clinic and provide professional and engaging beauty treatments and therapies in a safe and comfortable manner - fulfilling different client needs and objectives. An ideal candidate would be newly qualified and have some salon experience by way of an apprenticeship or placement and be proficient in massage, nails, waxing and facials.		

<b>PRIMARY RESPONSIBILITIES</b>	
To deliver a variety of beauty treatments in a safe and comfortable manner.	Acknowledge and respond to relevant customer queries, needs and expectations.
Maintain equipment and appropriate stock levels.	Suggest and promote retail products or additional services.
Maintain detailed client files and treatment programmes (when applicable) and update clients' medical history on a regular basis - referring them to a doctor if felt appropriate.	Uphold strict personal hygiene standards and follow health and safety regulations.
Keep a clean room and maintain supplies of stock/products and inform the Salon Manager when a reorder is necessary.	Co-operate with and report any arising issues to the salon manager.
Apply best practice and keep up to date with market trends and new product ranges.	Monitor and maintain own appointments diary via the salon software and prepare equipment in advance for upcoming appointments.
Carry out any other reasonable tasks requested by the management team to assist in the smooth running of the salon.	If the receptionist is not available, you will be required to greet clients, check them in, answer the telephone, make bookings, serve tea or coffee and fulfill other reception duties.
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.	Attend training courses as and when required.

PERSONAL ATTRIBUTES		
	ESSENTIAL	DESIRED
<b>QUALIFICATIONS &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>Minimum NVQ Level 3 Beauty Therapy</li> <li>Up-to-date training in various beauty treatments and confident in a wide range of beauty treatments</li> </ul>	<ul style="list-style-type: none"> <li>Training in laser hair removal/ tattoo removal</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>A minimum of 6 months hands on experience in massage techniques, nails, waxing and face/body therapies.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a luxury salon or spa.</li> </ul>
<b>QUALITIES &amp; ATTITUDE</b>	<ul style="list-style-type: none"> <li>A positive, enthusiastic and friendly attitude towards others, no matter what 'level' they are within the team</li> <li>A friendly, positive, caring attitude towards clients and colleagues</li> <li>An effective communicator with excellent customer service skills and the ability to build effective relationships at all levels</li> <li>Enthusiastic approach to learning and developing skills in all areas of the salon, spa and clinic</li> </ul>	<ul style="list-style-type: none"> <li>Well-organised, a good team player with a proactive approach.</li> <li>An enthusiastic attitude and a strong belief in the products and treatments.</li> </ul>

COMPETENCIES	
Strong organisational skills.	Display a good moral code and during treatments, do not negatively 'gossip' about other clients or colleagues.
Excellent interpersonal skills.	Strong multi tasker and enthusiastic to learn all elements of the business.
A conscientious approach to the role.	Strong customer service focus and customer service compliant.

PREPARED BY					
<b>NAME</b>	Jessica Tams	<b>SIGNATURE:</b>		<b>DATE</b>	__ / __ / __

<b>POSITION/TITLE</b>	Managing Director
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<b>RECEIVED ON</b>	__ / __ / ____	<b>GIVEN TO</b> (NAME OF STAFF MEMBER)	
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Please Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.