

THE BEAUTY QUARTERS **JOB DESCRIPTION**



JOB TITLE	SENIOR BEAUTY THERAPIST		
LOCATION	Brunswick House, 499 Etruria Road, Newcastle-under-Lyme, Staffordshire		
LINE MANAGER	Salon Manager		
HOURS OF TRADING	09:00 - 18.00 Mondays, Wednesdays and Fridays	CONTRACTED HOURS	Hourly pay. A minimum of 40 hours per week.
	09:00 - 20.00 Tuesdays and Thursdays		
	09:00 - 17.00 Saturdays and Sundays		
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. 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.		
POSITION SUMMARY	<p>As a Senior Beauty Therapist at The Beauty Quarters it is essential 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 professional and engaging beauty treatments and therapies in a safe and comfortable manner, fulfilling different client needs and objectives. As a senior therapist you will be fully conversant with all the products and treatments on offer in order to instill a confidence and trust in the salon environment.</p> <p>We are looking for individuals with excellent customer service skills, a passion for beauty and spa, great organisational skills and a superb attention to detail to join our team.</p> <p>Successful applicants will ideally be experienced receptionists and have excellent personal presentation, a professional approach to clients, a positive and confident attitude and have good IT skills.</p>		
PRIMARY RESPONSIBILITIES			
To deliver a variety of beauty treatments in a safe and comfortable manner.	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.		
Maintain equipment and appropriate stock levels.	Suggest and promote retail products or additional services.		
Maintain client files and treatment programmes and update client's medical history on a regular basis - referring them to a doctor if felt appropriate.	Uphold strict hygiene standards and follow health and safety regulations. This will include a daily inspection at the end of each day of all the treatment rooms, to ensure all hygiene and health and safety standards are adequately met.		
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 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.		
Apply best practice and keep up to date with market trends and new product ranges.	To provide support, guidance and training for the younger/junior therapists, as and when required.		
Carry out any other reasonable tasks requested by the management team to assist in the smooth running of the salon.	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.		

You may be required to open and/or close the salon when the salon manager is not on site.

You will have the opportunity to attend training courses to enhance your knowledge. If applicable, you may then be required to relay the information and train the junior members of staff

PERSONAL ATTRIBUTES

ESSENTIAL

DESIRED

QUALIFICATIONS & TRAINING

- Minimum NVQ Level 3 Beauty Therapy
- Up-to-date training in various beauty treatments and confident in a large range of beauty treatments

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

EXPERIENCE

- A minimum of 3 years hands on experience in massage techniques, nails, waxing and face/body therapies
- Excellent product knowledge

- Experienced in tattoo removal and the operation of laser/IPL treatments.
- A good understanding of the applications and appropriate settings of the laser

QUALITIES & ATTITUDE

- A positive, enthusiastic and friendly attitude towards others, no matter what 'level' they are within the team
- A friendly, positive, caring attitude towards clients and colleagues
- An effective communicator with excellent customer service skills and the ability to build effective relationships at all levels

- Well-organised, a good team player with a proactive approach.
- An enthusiastic attitude and a strong belief in the products and treatments
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COMPETENCIES

Strong organisational skills.

Extremely strong people management skills, including customer service compliance

Excellent interpersonal skills.

Strong multi tasker and enthusiastic to learn all elements of the business.

A conscientious approach to the role.

Customer service focus.

PREPARED BY

NAME

Jessica Tams

SIGNATURE:

DATE

__ / __ / __

POSITION/TITLE

Managing Director

RECEIVED
ON

__ / __ / ____

GIVEN TO
(NAME OF STAFF
MEMBER)

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.