

1. **JOB TITLE:** Spa Therapist
REPORTS TO: Spa Manager, Head Spa Therapist
WORKING HOURS: 40 hours as required, shift work
LOCATION: Galgorm Resort & Spa
Rate of Pay £6.25 per hour

2. **JOB PURPOSE**

To work as an experienced member of a friendly and professional team to deliver a high standard of treatment and customer service to all Spa guests and members. To achieve set target and provide support and encouragement for junior members of the Spa team.

3. **KEY ACCOUNTABILITIES**

- To ensure that the guest's comfort and well-being is of the utmost priority at all times and that all treatments are performed to the highest level.
- To mentor Junior Spa Therapists/Spa Assistants and provide them with support and encouragement whilst leading by example.
- To have an extensive knowledge of all products and treatments (product house training will be provided)
- To consistently achieve treatment and retail targets.
- To recommend retail products for home-care during treatments.
- To work within the time guidelines for each treatment and to communicate with reception if any changes are made.
- To ensure that the treatment rooms, manicure/pedicure area, relaxation room, juice bar and general public areas are maintained and that exceptional hygiene standards are met.
- To ensure that clean linen is available at all times and soiled linen is removed to the laundry, and to assist in the laundry if required.
- To ensure that all equipment is maintained in good working order and communicate any faults or breakdowns to the line manager.
- To ensure a comprehensive knowledge of the reception duties in order to cover when necessary.
- To ensure all necessary paperwork is completed correctly and referred to prior to any treatment delivery. Advise reception of any changes that may need to be made to a client's record.
- To build up a rapport with all clients. Communicate client suggestions to the Head Spa Therapist/Spa Manager so that the Spa's offering can be further enhanced.
- To work within the team to record and maintain adequate stock levels in order to carry out treatments to the required standard, and to be responsible for reporting any deficit in stock levels to the Head Therapist.
- Support retail promotions as required.
- In the absence of the Head Spa Therapist/Spa Manager, oversee late arrivals, cancellations and client complaints as per the spa's guidelines.
- Work within the guidelines of health and safety operatives to ensure all staff and guests are safe at all times.
- To work with the team and to help other departments so that a smooth, efficient working environment is achieved.
- To comply with all company and statutory regulations and policies.
- To attend meetings and statutory training as required.
- To carry out any other reasonable duties consistent with the above as required.

4. KEY EXPERIENCE/SKILLS

- NVQ level 2 qualification (or equivalent) in beauty therapy.
- 2-3 years experience working in a similar spa environment ideally.
- Confident IT skills although full training on *Concept* will be provided.
- A proven track record of exceeding retail sales targets and delivering outstanding customer service within the beauty industry.
- The ability to demonstrate your initiative and have a compassionate, intuitive, caring and sensitive understanding of clients' needs.
- Strong interpersonal and communication skills with a proven track record of working within a fast-paced environment.
- High standards and the ability to grow and develop others around you and pass on your knowledge.
- Warm, friendly and energetic with a great pride in your overall appearance.
- A flexible work approach.