

GALGORM

SPA & GOLF RESORT

Job Title: Spa Therapist
Job Reference: ST 03/19

About the Spa at Galgorm:

Our Spa is open to residents and Spa members and offers signature treatments and a unique spa experience including the world-renowned Thermal Village.

The Spa at Galgorm is the ultimate in relaxation and luxury wellness having won Global Luxury Spa Hotel of the Year 2018 at the World Luxury Hotel Awards. As a global winner of the Luxury Hotel Spa award, this places Galgorm Spa & Golf Resort firmly on the map as a world-class destination, beating competition from some of the world's most iconic spa Resorts.

Over the last few years, Galgorm received several high-profile global awards including:

- The Good Spa Guide – 5 Bubble Luxury Spa
- World Luxury Spa & Restaurant Awards – Best Luxury Countryside Spa (UK)
- World Spa & Wellness Awards 2018 – Resort Spa of the Year (Western Europe & Scandinavia)
- Good Spa Guide 2017 – Best Spa in Northern Ireland
- Gold Medal Awards 2018 – Ireland's Four-Star Resort

Products:

Exclusively designed for The Spa at Galgorm the menu of signature treatments offers an unparalleled Spa experience using natural luxury skin care from Aromatherapy Associates, VOYA Organic Beauty and SkinCeuticals.

About the role:

The main responsibilities for this position are to work as an experienced massage therapist and member of a friendly and professional team and to deliver a high standard of treatment and customer service to all Spa guests and members in a 4 Star environment.

The main duties involve;

- To perform massages and facials to our guests and members.
- Achieve individual sales targets on products.
- Ensure that guests/members receive a warm and friendly welcome and are provided with privacy and their expectations are exceeded.
- Deliver outstanding customer service and deal with queries effectively through offering professional advice on products and treatments available.
- Deliver a high standard of treatments.
- Statutory compliance including all Healthworks related Health & Safety obligations which your manager may identify to you and ensure you work with agreed regulations by completing registration / consultation cards for every client.

In return, you will be supported by a strong team who seek to continually improve and maximize the potential of staff by fostering a culture that encourages delegation, innovation, accountability and teamwork.

The Person:

Essential Criteria, applicants must have;

- **An NVQ level 3 qualification (or equivalent) in beauty therapy is essential.**
- Ideally 1-2 years' experience working in a similar spa environment.
- 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.

Hours of Work:

This position is full time and will be 9-hour shifts, based on 5 days out of 7, including weekend work. The most common shift being, 9:30am to 6:30pm.

Additional benefits:

Working in an outstanding working environment, attractive pay scale, a stylish uniform, long service awards, free parking, great training, career opportunities and much more!

GALGORM SPA & GOLF RESORT ARE EQUAL OPPORTUNITY EMPLOYERS

We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

The closing date for applications will be Friday 15th March. To apply please email your CV to HR@galgorm.com

We have a range of different job opportunities. To find out more about us, do visit our careers website at www.galgorm.com/careers . In particular, do read our 'Life at Galgorm' section to learn more about some of our Managers and their journeys.