**Head Therapist**

**Reporting to the Spa Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You are responsible for ensuring the smooth running of all treatments carried out by the therapist team. You will work with your team to promote exceptional high standards of treatments, cleanliness and appearance.

You will spend your time supporting and nurturing your team to bring out their potential and ensure that they are working to meet the requirements of their roles.

Working alongside the Spa Manager, you will use your experience and knowledge to continuously look for new initiatives and ideas to develop and improve on our service offering to our spa clients.

Working with the Spa Manager you will embrace Trafford Leisure’s vision, purpose and strategic outcomes to ensure that we can achieve on these.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. Provide your Spa Manager with feedback and make recommendations where appropriate on new initiatives and ideas which will improve the operational running of the Spa to generate growth for the business. |
| 1. Alongside your Spa Manager, you will be responsible for continuously working and driving forward the standards of the Spa and to maintain exceptional standards at all times. |
| 1. To assist the Spa Manager in maintaining budget requirements and retail sales with emphasis on profitability. |
| 1. To maintain the Core Premier Booking system to ensure clients details are accurately recorded and discarded where appropriate. |
| 1. Liaise with the receptionist to ensure reconciliation of funds at the close of each shift and that any discrepancies have been fully investigated and the findings logged in the appropriate place and the Spa Manager informed. |
| 1. Responsible for the administration of goods, requisition, stock checks and cost effective usage of all department related material and assets. |
| 1. To maintain all Spa manuals, workbooks to ensure that all operating procedures are carried out in the prescribed manner. |
| 1. To ensure that the Spa facilities are adequately manned at all times and support the Spa Manager to coordinate the day to day running of the treatment area. |
| 1. To ensure the correct induction and training of all therapists. |
| 1. To deputise for the Spa Manager when requested. |
| 1. To live and promote Trafford Leisure’s vision, purpose and strategic aims. |
| 1. Undertaking people management activities, including Disciplinary, Absence Management, Capability management, Recruitment, Induction and Grievances. |
| 1. Any other activities as required for your role. |

**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. NVQ LEVEL 3 Beauty Therapy or equivalent |
| **EXPERIENCE** |
| 1. At Least 1 years’ Experience in a similar role - head therapist or Senior therapist role ( supervisory role) |
| 1. Experience of maximising revenue stream |
| **SKILLS AND ABILITIES** |
| 1. The ability to coordinate manage and motivate staff and organise staff rotas. |
| 1. Working knowledge of health and safety policies and procedures. |
| 1. Experience of training and developing staff. |
| 1. Remain calm and resilient when faced with challenging situations. |
| 1. Proven ability to communicate effectively, building positive relationships with customers, colleagues, partners and stakeholders. |
| 1. Ability to communicate in both written and verbal forms in a clear concise manner |
| 1. A passion for excellent customer service. |
| 1. Confident in using ICT Systems i.e. Microsoft Office, Social Media |
| 1. Perform treatments to a high standard |
| 1. Lead by example by achieving set targets set out by the spa manager |
| **KEY BEHAVIOURS** |
| 1. Self-motivation and personal drive to manage competing priorities and meet deadlines |
| 1. Flexible, creative, and innovative to meet the needs of the business. |
| 1. A professional and customer focussed approach who inspires improvement and development in people, performance, and processes. |
| 1. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 1. Excellent time management and prioritising work load |
| **OTHER** |

**25.07.24**