**Spa Therapist**

**Reporting to**

**Reporting to the Spa Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

To assist the Spa Manager/ Senior Therapist in maintaining the highest standards of professionalism in all aspects of operations. To ensure all treatments are carried out to the highest standards and targets are met. To maintain the five-star level of cleanliness required.

**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.
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| 1. To be aware of all treatments offered and any promotions on offer at any given time.
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| 1. To assist the Spa Manager in maintaining budget requirements and retail sales with emphasis on profitability.
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| 1. Maximise and Maintain the Core Premier Booking System and ensure all GDPR is adhered to.
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| 1. Support and cover Reception when required by taking Client bookings, Taking deposits , sending Booking confirmations, cashing up and responding to enquiries. Opening and Closing of the spa.
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| 1. Maximising White space opportunities to Generate maximise spa revenue
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| 1. To maintain the Spa Therapist Standards manual standards.
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| 1. To ensure that the Spa facilities are clean and report if there are any issues.
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| 1. Assist with demonstrations/ events as required.
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| 1. To maintain the stock at the correct level following set standards.
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| 1. To use the correct quantities of products as specified by the manufacturer and not exceed that amount.
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| 1. Must attend all training courses as deemed necessary by the Spa Manager.
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| 1. Responsible for keeping up the high standard of treatment and service.
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| 1. To supervise and conduct the safety of users and equipment at the Spa
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| 1. To maintain a high standard of appearance and personal hygiene as laid down by spa Manager and Senior Therapist.
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| 1. To always be punctual and prepared in advance of treatments.
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| 1. To be adaptable and accountable for all actions.
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| 1. To perform any other duties deemed reasonable by management.
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| 1. Courtesy to guests and other members of staff at all times
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| 1. To live and promote Trafford Leisure’s vision, purpose and strategic aims.
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**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. NVQ LEVEL 3 Beauty Therapy or equivalent
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| **EXPERIENCE** |
| 2. Working in a spa experience is preferable  |
|  **SKILLS AND ABILITIES** |
| 3. The ability to coordinate manage your own column as if its your own business. |
| 4. Perform Treatments to a high-standards and encourage re bookings. |
| 5. Remain calm and resilient when faced with challenging situations. |
| 6. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners  |
| 7. A passion for excellent customer service. |
| **KEY BEHAVIOURS** |
| 8. Self-motivation and personal drive to improve self-growth - keep up to date with new protocols , Allergy updates and latest trends. |
| 9. Flexible, creative, and innovative to meet the needs of the business. |
| 10. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 11. Excellent time management required |
| **OTHER** |
| 12. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 13. Ensure the safety and well-being of all individuals by adhering to safeguarding policies, and promptly alert the Safeguard Lead of any concerns, incidents, or potential risks |

**25.07.24**