



## **JOB DESCRIPTION: SALON MANAGER**

**LOCATION:** 1874 Leek Road, Milton, Stoke on Trent

**REPORTS TO:** DIRECTORS

**CONTRACTED HOURS:**

Hourly Pay.

Part Time Contract for 25 hours a week:

11:30-20:30 Tuesday (9 hrs)

9:30- 17:30 Friday (8 hrs)

8:30- 16:30 Saturday (8 hrs)

*Potential to increase hours depending on how role develops.*

**HOLIDAY ALLOWANCE:** 16.8 days paid holiday per annum (not including bank holidays).

**POSITION BRIEF:**

We are looking to employ an efficient and highly skilled salon manager to oversee all salon operations. The salon manager's responsibilities include enforcing staff compliance with the salon's health and safety policies, identifying ways to increase salon revenue, and ensuring that salon equipment is serviced and repaired as needed. You should also be able to provide the salon owner with regular updates on salon activities.

To be successful as a Salon Manager, you should demonstrate strong management and leadership skills and be able to motivate staff to achieve salon goals. Ultimately, an exceptional Salon Manager should achieve excellent customer service by ensuring that our clients have pleasant salon experiences.

**RESPONSIBLE FOR:**

Alchemy is a health and well-being retreat which focuses on transforming people from the inside out by using a little bit of nature's magic located in Stoke-on-Trent, Staffordshire. As a Salon Manager, you will manage the day to day running of the salon by overseeing Alchemy staff and ensuring that a high level of customer service is achieved, managing stock and salon financials, and ensuring clients are prioritised at all times.

## **DUTIES AND RESPONSIBILITIES**

- To work with and achieve pre agreed company targets and KPI's
- To monitor the salon education.
- To create a positive, open and responsive working environment.
- To organise & manage the marketing with the company directors.
- To attend and present at management meetings.
- To work with the salon on strategic initiatives and KPI's
- To update the Directors on a weekly and monthly basis.
- To communicate all company values, strategies and objectives
- To ensure that correct client data is taken and used in accordance with GDPR.
- To deal with client complaints fairly and keep a concise record of this.
- To ensure that the client's needs are exceeded
- To ensure the salon complies with HS regulations and HR laws

## **SALON TEAM - KEY RESPONSIBILITIES**

- Communicate to all individuals their takings on a weekly basis.
- To deal with all team issues promptly, efficiently and to inform senior management of any issues if necessary.
- To hold regular team meetings, including departmental and management.
- To carry out appraisals and reviews in accordance with the company procedure.

## **FINANCIAL RESPONSIBILITIES**

- To make business decisions that is financially responsible, accountable, justifiable, and defensible in accordance with the company's policies and procedures.
- To ensure that all the necessary financial controls are in place to enable the efficient running of the salon and to monitor all salon expenditure.
- To maximise the profitability of the salon including closely monitoring the costs.
- To participate in forecast budget meetings and agree budgets.
- To develop and run the salon in line with the pre agreed strategic initiatives and KPI's
- To ensure security of the premises, cash and valuables.
- To run end of day and cash up the till
- To plan, monitor and appraise all results

## **GENERAL RESPONSIBILITIES**

- To ensure the smooth running of the salon.

- To keep all management and salon records up to date.
- To ensure your holidays are approved by the Directors and do not clash with your management team.
- In the case of sickness/ absence to arrange suitable cover if necessary and inform the Directors.
- To phase the team holidays over the full year to ensure the disruption to the salon is minimal in accordance with the company holiday procedure.
- To inform the payroll/personnel departments of monthly staff hours and any changes to the team. This includes changes of home addresses and bank details.
- To ensure all team have an induction on their first day of work using the company induction form and to ensure that all health and safety protocol and training is followed.
- To ensure that all team have an up to date contract and job description, a full understanding of their job and perform that role to the best of their ability.
- To oversee all the rotas are correct and that staffing levels are well structured.
- To ensure maximum appointments with each team member
- To ensure a high quality of cleanliness and hygiene throughout the salon, staff areas, storage areas and offices, in line with the salon minimum critical standards.

### **STOCK RESPONSIBILITIES**

- To have overall responsibility for the stock, both technical and retail.
- To ensure that there is sufficient stock to carry out the services advertised.
- To be responsible for monthly stock takes in line with company procedure.
- To oversee the website is correct in terms of stock control

### **HEALTH AND SAFETY RESPONSIBILITIES**

- To ensure that the company health and safety procedures are maintained at all times and any updates are implemented immediately.
- To carry out the salon health and safety checklist weekly.
- To ensure there is a trained first aider.
- To ensure all team are aware of the emergency procedures.
- To regularly check that all team equipment is in line with health and safety standards (yearly PAT testing) and also in good repair.

You must be strategic thinker and planner and continuously think of ways to help drive business. Empower employees to take responsibility for their jobs and goals and coach, mentor the team for career development and success.

### **In this role you will need to have the following key skills:**

- Critical thinking
- Problem Solving

- Planning and organising
- Decision making
- Communication skills
- Influencing and leading
- Delegation
- Team work
- Negotiation skills
- Conflict Management
- Adaptability
- Stress Tolerance
- Confidence
- Motivational
- Positivity
- Strategic thinking

### **ESSENTIAL**

- NVQ level 3 minimum and ideally up to NVQ level 4
- Have Outstanding communication skills
- Established background in hair dressing. Barbering, beauty therapy, hotels, or other busy customer service roles
- Previous management experience of a similar size team.
- Have experience in leadership or assessing. NVQ level 4 –Leadership or management qualification is ideal.
- Functionally capable, demonstrates the breadth and depth of functional technical knowledge that is required to carry out the role to a high level.
- Has scientific approach to make good decisions based upon a mixture of analysis, wisdom, experience and judgement.
- Builds relationships and relates well to all kinds of people, building appropriate rapport and creating constructive and effective relationships.
- Enjoys working in a busy ever changing retail environment and has the drive to succeed.
- Good commercial understanding
- Able and willing to travel to support the business and own personal development.

**To apply please send your CV with a covering letter to [info@thealchemy.co.uk](mailto:info@thealchemy.co.uk) by Tuesday 29<sup>th</sup> September 2021.**