



TRANSFORMING PEOPLE
FROM THE INSIDE OUT

JOB DESCRIPTION: SENIOR BEAUTY THERAPIST

LOCATION: 1874 Leek Road, Milton, Stoke on Trent

REPORTS TO: SALON MANAGER

HOURS OF TRADING:

11:00-20:00 Tuesday and Thursday

9:30- 17:00 Wednesday and Friday

9:00- 17:00 Saturdays

CONTRACTED HOURS: Part-time contract, 22 hours a week.

POSITION BRIEF: We are looking for a qualified beauty/spa therapist to join our dynamic team to provide professional and engaging wellness therapies, massage and beauty treatments to our clients. You will offer a full range of treatments to fulfill different client needs and objectives. All applicants must have excellent customer service and organisational skills, and a high level of professional practice.

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 Senior Beauty Therapist, you will provide consultations and treatments to clients, maintain and improve services and products to them, ensuring they are carried out in a professional manner at all times.

DUTIES AND RESPONSIBILITIES

- To carry out beauty treatments to the required standards ensuring the specific treatment time is adhered to.
- To give professional advice to clients and promote available treatments.
- To promote products, along with a full home care prescription.
- To stay with the clients throughout the treatment, escorting them to and from the reception.
- To liaise in a positive and constructive manner with the Salon Manager on the days scheduled treatments, any changes, additions etc. in order to meet the ever-changing needs of our clients. Flexibility and cooperation are required.

- To attend any appropriate training courses required.
- To keep up to date with developments relating to the product ranges and any new treatments.
- To ensure that equipment is fully operational and clean and report any defects to Salon Manager at any time of the day.
- To adhere to Health and Safety regulations by using safe work practices.
- To turn off equipment and lights after use.
- To ensure all equipment and utensils are appropriately sterilised.
- To be punctual at all times.
- To attend all staff meetings.
- To inform the Salon Manager of any medical conditions or behaviour from clients that is unusual or causes concern e.g. skin condition, bruising etc.
- To assist in the cleaning and tidying of the treatment areas including bins, towels etc.
- To ensure your room/nail bar is fully prepared and stocked before your leave each evening/afternoon.
- To report any incidents, accidents or any client's dissatisfaction to the Salon Manager promptly.
- To when required open and close the salon.
- To undertake any other reasonable duties as delegated by the Salon Manager & Company Owners.
- To help to mentor and develop junior staff members.

ESSENTIAL

QUALIFICATIONS

- Minimum NVQ Level 3 Beauty therapy
- Trained in the latest and most prestigious product brands and techniques

EXPERIENCE

- A minimum of three years' experience in a spa or beauty therapy job role
- Excellent customer service

QUALITIES

- Excellent communication skills with the co-workers and clients
- An upbeat, enthusiastic and friendly manner towards co-workers and clients
- Proficient IT skills.
- Strong multitasker, enthusiastic to learn all elements of the business. Keen to assist in all promotional events within the business and off site

DESIRED

QUALIFICATIONS

- HE educated, BSc (Hons) spa management or advanced aesthetics. CIBTAC, ITEC, VTCT, CIDESCO
- Any training in Dermalogica, Caci, Semi permanent lash extensions, Hot stone massage, Reflexology, Bio Sculpture nails or the Gel Bottle desirable.

EXPERIENCE

- Experience in holistic treatments or advanced aesthetics
- Experience with salon/ spa management software

QUALITIES

- Very strong people management skills, including customer service complaints.