

JOB DESCRIPTION	
JOB TITLE	Beauty Therapist
GRADE	Scale D (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
DIRECTORATE	Directorate of Wellbeing Services (DWS)
SECTION/TEAM	Leisure and Cultural Services
ACCOUNTABLE TO	Spa Manager
DATE REVIEWED	20 April 2015

Purpose of the job

1. To assist, support the Spa Manager to ensure the effective and efficient management of the Spa facilities.
2. To ensure your centre delivers all commercial KPI's and makes a valuable contribution to the Active Leisure Scorecard, maintaining up to date knowledge of key strategies set by the product team
3. To operate efficient standards, sales and staffing in the beauty spa

Duties and responsibilities

1. To provide prompt, friendly and efficient service, which accurately meets customer satisfaction, and prepare special treatments with the utmost, care attention and professionalism.
2. To provide the highest levels of hygiene in the Spa at all times.
3. Ensure all telephone bookings and enquiries are dealt with in a friendly and efficient manner.
4. To comply with all legal requirements and carry out all contraindications consultation.
5. To ensure customer satisfaction at all times. To provide a personalised service to promptly deal with and report any complaints, comments and compliments.
6. To maximise sales through service by demonstrating good product knowledge.
7. To ensure all billing is correct and accurate with attention paid to room numbers and deposits.

8. Be aware of Active Leisure products, special offers and daily events and to maintain knowledge of facilities
9. To wear your uniform at all times in accordance with Active Leisure Standards.
10. To maintain the highest level of personal/work cleanliness and hygiene.
11. To make yourself available for training and communication meetings, for which advance notice will normally be given.
12. Take ownership and be passionate about the overall standards and appearance of area of responsibility at all times.
13. To identify public needs/wants by maintaining close contact with the general public monitoring of any complaints and responding accordingly.
14. To constantly monitor and review performance to ensure there is continued development and improvement in standards.
15. All the duties will be carried out in the working conditions normally inherent with the job.
16. All duties must be carried out to comply with:
 - The Health & Safety At Work Act
 - Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
 - Nationally agreed Codes of Practice which are relevant.

Other

1. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the Directorate
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work embracing the Councils commitment to Equality and Diversity.
4. To achieve annual CPD targets as set by industry best practice guidelines and hold membership of a relevant leisure Governing Body.

Health and safety

1. To work in partnership with the maintenance and Health and Safety team to ensure health and safety is coordinated and facilities are operated in a safe manner.

	<i>Review Arrangements</i>
	The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual roles will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Knowsley Borough Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time