

**Active Northumberland  
JOB DESCRIPTION**

<b>Post Title:</b> Spa Therapist		<b>Director/Service/Sector:</b> Active Northumberland		<b>Office Use</b>	
<b>Band:</b> 3		<b>Workplace:</b> Ashington Leisure Centre		<b>JE ref:</b> ANJD034	
<b>Responsible to:</b> Spa Manager		<b>Date:</b> September 2018			
<b>Job Purpose:</b> Provide a comprehensive range of treatments for customers visiting the Tranquillity Spa, contribute to the smooth operation of the Spa, ensuring a high standard of service and customer satisfaction.					
<b>Resources</b>	Staff	None			
	Financial	Achieving treatment and retail targets as set by senior colleagues. Cash handling - careful processing of cash and card payments.			
	Physical	Responsibility for the cleanliness, presentation and overall physical condition of the Spa and associated equipment			
	Clients	Customers, Active Northumberland colleagues and external partners.			
<b>Duties and key result areas:</b>					
<ol style="list-style-type: none"> <li>1. You will be required to maintain and develop client relationships</li> <li>2. Deliver a wide range of treatments and experiences across our treatment rooms, spray tan room, manicure/pedicure bay and 'spa experience'</li> <li>3. Ensure total customer satisfaction within the Spa operation, by ensuring you have full knowledge of the Spa products and treatments</li> <li>4. Strong retail sales experience, supporting centrally driven promotions and guidelines as instructed by the Spa Manager.</li> <li>5. Advising on aftercare and how customers can get the best out of their treatments once they leave the Spa environment</li> <li>6. To promote the Spa, ensuring every opportunity is taken to maximise sales</li> <li>7. Responsibility for the overall day to day running of the facility, including the on-site laundry.</li> <li>8. Preparation of Spa Therapy rooms before and after each treatment, maintaining '5 star' standards of cleanliness, presentation and customer service</li> <li>9. Working on the Premier Software booking system to arrange appointments</li> <li>10. Follow all health and safety protocols when using products and equipment</li> <li>11. Help create a positive team environment</li> <li>12. Assist with any other duties in the leisure centre that may reasonably be expected from time to time</li> </ol>					
The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the salary has been established on this basis.					
<b>Work Arrangements</b>					
Transport requirements:		Occasional requirement to work at other sites.			
Working patterns:		The role requires you to work evenings and weekends			
Working conditions:		Spa Based - Centre Based			

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**PERSON SPECIFICATION**

<b>Post Title:</b> Spa Therapist	<b>Director/Service/Sector:</b> Active Northumberland	Ref:ANJD034
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
NVQ Level 3 or equivalent in Beauty and Spa Therapy Excellent therapist with an ability to deliver a wide range of treatments and therapies	An understanding of Premier Software Solutions Product specific training Hot Stone qualified Reflexology qualified Good working knowledge of an online Spa reservation and booking system	
<b>Experience</b>		
Previous proven experience in a salon or spa operation. Awareness of product trends and experience of building effective partnerships with product suppliers. Excellent retail ability Ability to work independently within a spa environment	2 years' experience as Spa/Beauty Therapist	
<b>Skills and competencies</b>		
Must be able to carry out all relevant aspects of beauty therapy Excellent customer service skills. Understanding internal and external customers' needs and taking them into consideration when taking actions and/or making decisions. Excellent time management. Effective IT skills and able to use ICT to achieve work objectives. Attention to detail – applying quality standards to all tasks undertaken, ensuring nothing is overlooked. Remains calm and logical in stressful and difficult situations. Dependable, reliable and flexible. Able to apply own initiative to overcome day-to-day operational problems. Immaculate presentation standards	Proactive and achievement orientated Ability to drive and maximise spa treatment, retail revenue and profit	
<b>Physical, mental and emotional demands</b>		
As this is a seven day operation, a degree of flexibility is required to work weekends, bank holidays and evenings		
<b>Other</b>		
A willingness to undertake relevant training/professional development. Satisfactory DBS check.		