

Lancaster City Council - Job Description & Person Specification

Job Title:	Spa Host	Grade:	GG8	Job Code:	LCC362
Service/Team:	Communities & Leisure	Role Type: *Delete as appropriate	Fixed	Reports to: *Title & LCC Code	Leisure General Manager
Line Manages: *Title/s & LCC Code	Spa therapists and spa receptionists				

Job Overview

Overview

To manage Tranquil Spa at Salt Ayre Leisure Centre. This includes Thermal experience, relaxation room, 3 treatment rooms and 2 nail bars.

To ensure high levels of customer service are always delivered.

To be Responsible for providing a front of house Management to the Spa. Ensuring that a professional service is always delivered at The Spa reception. Advise customers on all products and services available and deal with enquiries and bookings in person, via the telephone, email and social media.

To Manage the performance of the Spa team.

To ensure the Spa achieves income targets by providing highest standard of customer services to increase usage and recommending retail products.

Direct Responsibilities

Responsible for enhancing profitability customer experience by ensuring the spa achieves revenue targets by ensuring a range of treatments are offered to meet demand and are current with industry trends.

Provide weekly reports to the General Manager regarding Spa performance, Income generation, retail sales, white space and promotion, highlighting trends and areas of concern.

Be responsible for the smooth operation of the Front of House of Tranquil Spa. Taking responsibility for rotas to ensure staff levels are always adequate for the business.

Demonstrate spa excellence by providing exceptional customer service and ensure the customer journey is fulfilled and promotes repeat visits.

Ensure the Spa environment, front of house and treatment rooms are clean and tidy to the highest standards.

Take a lead role in operating the Thermal Experience, reporting issues appropriately.

Take a lead role operating the computerised information system for taking bookings. Including but not limited to, taking bookings, payments, inputting pricing and retail stock and generating reports.

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Work with the Therapists to ensure Social media is updated daily.

Be proactive in ensuring white space is filled by using all methods available

Work with the Therapists on events and promotions.

Take a lead role ordering professional and retail stock items.

Meet with suppliers with and ensure that stock meets client demands.

Undertake cash reconciliation's in line with Council policy.

Deal with face to face/telephone/email and social media enquiries efficiently.

Primary Measurable Objectives

- Managing the financial and statistical performance of Spa, including producing regular reports via the Spa booking system which clearly identify performance against targets.
- Recruiting, training and supervising staff, including managing rotas to ensure the facilities operate with effective staffing levels during all opening hours.
- Responsible for quality assurance for all aspects of the health & fitness offer
- Ensuring compliance with health & safety legislation.
- Be responsible for the performance of Tranquil Spa.
- Ensure income targets are achieved.
- Ensure that the Spa environment and treatment rooms are clean and tidy to the highest standard.
- Provide high levels of customer service to clients of the Spa and the Leisure Centre.
- Recommend retail products for clients based on their needs.
- Ensure that all Spa users adhere to Spa rules and regulations.
- Take responsibility for all columns ensuring white space is advertised
- Ensure a spa presence is felt and promoted in other areas of the Centre

Staff Management Responsibilities

Line management of Beauty Therapists and Spa Receptionist.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Educated to Minimum of GCSE level, grade C or above (or equivalent) in English and Maths	Degree/ A level or equivalent. Level 3 Beauty qualification or equivalent.	App Form, Interview, Certificate
Experience	Proven experience of working in a managerial role within a spa/salon environment.	Extensive knowledge and experience of the spa/salon industry in a variety of settings.	App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Proven experience of working in a managerial role within a spa/salon environment.</p> <p>Proven experience providing outstanding customer service in customer facing environment.</p> <p>Proven experience of managing a team and managing rotas, leave and performance.</p> <p>Proven experience with a spa/salon environment of managing standards and health and safety.</p> <p>Proven experience of working with ICT.</p> <p>Experience of working with Microsoft office suite.</p> <p>The ability to be able to interpret financial information to create reports for the Leisure General Manager.</p> <p>Proven experience of managing budgets.</p> <p>Experience of liaising with suppliers placing orders and managing stock levels.</p> <p>The ability to use own initiative.</p>		App Form, Interview

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	<p>The ability to deal with and resolve difficult situations, such as customer complaints.</p>		
<p>Personal Attributes Including Interpersonal & Communication Skills</p>	<p>The ability to communicate on all levels in verbal and written form.</p> <p>The ability to guide, influence and motivate others to ensure standards remain high.</p> <p>A high level of attention to detail to ensure our customers continue to receive the highest standard of service and care.</p>		App Form, Interview
<p>Special Requirements/Other</p>	<p>This job is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the job. A job is classed as public facing if, as an intrinsic part of the job, there is a requirement to regularly speak to members of the public in English.</p> <p>Work on a rota basis, including evenings and weekends & Bank Holidays.</p>		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	