

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Beauty Therapist	<b>Grade:</b>	6	<b>Job Code:</b>	LCC351
<b>Service/Team:</b>	Salt Ayre Leisure Centre/Communities & Leisure	<b>Role Type:</b> *Delete as appropriate	Fixed	<b>Reports to:</b>	Spa Host
<b>Line Manages:</b> *Title/s & LCC Code	N/A				

### Job Overview

To deliver beauty treatments, therapies and retail sales of the highest standard to all clients to develop an innovative, quality spa operation in order to increase usage and profitability for Salt Ayre Leisure Centre.

### Direct Responsibilities

- Carry out Beauty treatments to the highest standard.
- Recommend retail products for clients based on their needs.
- Ensure that the Spa environment and treatment rooms are clean and tidy to the highest standard.
- Ensure that all Spa users adhere to Spa rules and regulations.
- Carry out reception duties.
- Provide high levels of customer service to clients of the Spa.
- Take responsibility for own columns ensuring white space is advertised.
- Promote the spa via social media.
- Ensure a spa presence is felt in others of the Centre.

### Primary Measurable Objectives

- Carry out Beauty treatments to the highest standard.
- Recommend retail products for clients based on their needs.
- Ensure that the Spa environment and treatment rooms are clean and tidy to the highest standard.
- Ensure that all Spa users adhere to Spa rules and regulations.

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<b>Staff Management Responsibilities</b>
N/A

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<b>Person Specification</b>			
<b>Knowledge &amp; Educational Requirements</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Assessed by: App Form, Interview, Certificate, Test, Other...</b>
<b>Specialised Qualifications &amp; Training</b>	NVQ Level 3 or equivalent in Beauty.		App Form, Interview, Certificate
<b>Experience</b>	<p>Experience in delivering treatments in a spa/salon environment.</p> <p>Experience in delivering treatments to a high standard.</p> <p>Experience in delivering outstanding customer service.</p>		App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>NVQ Level 3 or equivalent in Beauty.</p> <p>Experience of delivering treatments in a spa/salon environment.</p> <p>Experience in recommending retail products to clients.</p>	Experience in working with Core premier software or equivalent.	App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<p>Good communication skills, the ability to be able to communicate with clients on all levels.</p> <p>The ability to work in a team.</p> <p>The ability to engage with clients on social media.</p>		App Form, Interview
<b>Special Requirements/Other</b>			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.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	