

Job Description

JOB TITLE:	Spa Therapist
GRADE:	F
POST NUMBER:	TBD
DIRECTORATE:	Children's and Culture
SERVICE:	Leisure
RESPONSIBLE TO :	Spa Supervisor
RESPONSIBLE FOR:	TBD
	This post requires a DBS check • Enhanced with Barred list check (Adult Workforce) This post is not politically restricted
JOB SUMMARY:	This role is 95% customer facing, and includes delivering and performing consistently high standard of Spa treatments, recommend and sell product through consultation & prescription and ensuring the highest quality of maintenance, cleanliness and customer service throughout .
ROLE REQUIREMENTS:	
1.	To ensure a high-quality service by up-keeping Spa operational requirements. This includes preparing areas and Spa for sessions, providing tours of the facilities, writing visit schedules for clients with more than two services, serving customers and dealing with complaints and enquiries, and organising any lunch packages with the food and beverage supplier.
2.	Deliver a range of spa and beauty treatments, in line with the Spa managers request and the available treatment menu, ensuring high standard of client care and adherence to health and safety protocols during all procedures.
3.	Adhere to established protocols and procedures when performing all treatments, ensuring each treatment is carried out correctly and in accordance with spa standards.
4.	Responsible for the co-ordination of the booking systems and filing of all relevant correspondence. Booking

	treatments, in a scheduled manner ensuring continuity and smooth operation of the daily running of the Spa.
5.	To ensure all internal and external marketing promotions are followed occurring to all training.
6.	Ensure all new Spa clients fill out the required forms to ensure compliance with policies.
7.	Maintain a good and positive image of the Spa to members of the public generally by providing a welcoming, helpful and professional service.
8.	To comply with the customer service policies provided, ensuring that standards are maintained as stipulated. Ensuring customer compliance with spa rules and procedures also.
9.	To ensure the safety and control of customers and the public generally within the Spa and that all relevant regulations applicable to the Spa's operation are enforced and complied with.
10.	To assist Spa visitors/clients with use of the facilities and activities and to encourage maximum use of the Spa Experience.
11.	Ensure promotional and supportive liaison with the customer is high and all information is delivered as instructed to enhance their Spa experience and wellbeing.
12.	Follow Health and Safety requirements, including all procedures in relation to fire precaution, licenses, food, COSHH, heating, pool plant, ventilation, energy management and conservation.
13.	To supervise all Spa patrons ensuring that all facilities are used in a manner consistent with safe working practice.
14.	To report maintenance issues and logging all major faults and repairs in the correct way.
15.	To maintain all 'Good Housekeeping' systems and operate a range of computerised management and software packages. Entering data and obtaining output from electronic data processing equipment in accordance with agreed procedures.
16.	To assist in undertaking cleaning of the treatment wing and any other premises and equipment required ensuring the highest possible standards are maintained.
17.	To assist in the operation of and ensure that smooth running booking system, by adhering to treatment allocations.
18.	Reception duties as and when required.

CORPORATE RESPONSIBILITIES	
19.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
20.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
21.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
22.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
23.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
24.	Support the Manager in actively developing and maintaining effective relationships and partnerships – internally with other Departments; with customers, club and other bodies; and with client – in order to ensure effective operation and to raise awareness and use of the Spa.
FINANCE	
25.	To understand the monthly budget and to receive, receipt and account for all monies in accordance with laid down procedures.
26.	To communicate as necessary to assist with resources being adequately stocked and ensure accurate records relating to stock control are maintained.
SERVICE	
27.	To assist in undertaking cleaning of the premises and equipment required ensuring the highest possible standards are maintained as required.
PERFORMANCE	
28.	To ensure that all necessary qualifications for the post are maintained and renewed.

29.	Keep abreast of trends and developments within the Spa industry and discuss own training and development needs with the Spa Manager
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OTHER CONDITIONS:

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.
- To administer First Aid as required if qualified.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge			
	Good understanding of the characteristics and qualities that customers want from Spa / health and fitness centres.	D	A,I
	Knowledge of Health and Safety legislation and other legislation in relation to spa operations.	E	A,I
	Knowledge of electronic booking systems.	E	A,I
Qualifications & Experience			
	Experience of dealing with routine administration and bookings systems.	E	A,I
	Evidence of achieving results and making a difference to customers	E	A,I
	Experience of Spa or Beauty treatment applications.	E	A,I

	Therapy qualification certificate.	E	A,I
	NVQ Level 2 / 3 H.N.D, CIDESCO, CIBTAC, CITY & GUILDS or ITEC.	E	A,I
	Computer literate and previous cash handling experience preferred.	E	A,I
	First Aid at Work	E	A,I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	The ability to communicate professionally and engender confidence with customers, clients and stakeholder at all levels.	E	A,I
We are OPEN and transparent	Takes accountability and listens to others when making decisions.	E	A,I
We are WILLING to challenge, innovate and be accountable	The ability to respond flexibly to changes in the needs of the service and the council.	E	A,I
We empower each other to be EXCELLENT and go the extra mile	Strives for excellence in all aspects of service delivery and management.	E	A,I
We RESPECT all communities, they are the heart of everything we do	Knowledge and understanding of the issues involved when working with a multi-cultural community and workforce.	E	A,I
	Actively contributes to building a customer-focused culture across the council and with partners.	E	A,I

Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours with notice, unless there is good reason where this is not possible. To comply with the requirement to carry out a DBS check on this role. <i>(Must be included if post subject to DBS check)</i>		