



COPPERGREEN  
DEVELOPMENTS

# Beauty Manager

**Location: Woodland Lakes, Thirsk**

## **Competitive Salary**

40 hrs per week

## **Job summary**

**A fantastic opportunity has arisen for a Beauty Manager to join our friendly team, at our new leisure complex, located in Woodland Lakes Lodges, Thirsk**

As the Beauty Manager you will be responsible for overseeing the daily operational duties and performance of the beauty consultants as well as ensuring that both internal and external customers receive an excellent quality of service.

### **About the candidate:**

If you are an experienced beauty consultant looking for a challenge, who shares our values and has genuine passion for delivery quality spa treatments, then we want to hear from you.

We want someone who understands how our spa and beauty treatments can contribute massively to the customers' overall experience through excellent leadership, motivation skills and through team engagement which in turn exceeds our guests' expectations,

## **Main duties and responsibilities**

- Management, development and motivation of staff.
- Leading the way by performing treatments and presenting yourself to both staff and guests.
- Actively assisting staff and customers giving advice and support
- Personally, carry out treatments and services to a high standard.
- Seek direct feedback from customers and staff at all times and use constructively to improve service levels, providing the best possible customer service and support.
- Continual monitoring of service provided by staff. Formulate action plans to prevent and resolve problem areas ensuring continual improvement of service initiatives. Monitoring treatment standards and performing ongoing training when required.
- Ensure that all agreed targets regarding Key Performance Indicators are achieved.
- Effectively drive treatment delivery to meet and when possible exceed targets for therapist utilization, and treatments performed.
- Ensure all spa and beauty bookings are made in the most effective and productive manner, maximising treatment opportunities.
- Ensure that the spa and other beauty outlets are presented in excellent visual presentation.

- To take total control for all Health & Safety within the spa, ensuring that appropriate documentation is kept.
- Display excellent customer service and awareness at all times.
- Demonstrate an excellent, overall knowledge of beauty product to advise our guests.
- Ensure all standard operating procedures as detailed in the manual are followed at all times.
- Set and monitor objectives for all staff, carry out formal appraisals and constant feedback for all direct reports.
- Regularly communicate the seasonal and weekly objectives and targets with the spa team so the goals of the business are achieved.
- Develop positive working relationships with all team members and encourage teamwork.
- Develop and maintain a good working relationship with all management, team and all other employees

### Key Skills and Experience

- **Essential:** Strong leadership and personal presence, able to demonstrate focus, energy and tenacity in the pursuit of results. Self-motivated and able to motivate, influence and inspire others.
- **Desirable:** Experience of managing a similar size spa operation
- Technical Skills or Knowledge
- **Essential:** Proficient user of Microsoft Office and Excel.
- **Desirable:** Previous training experience.
- Experience and Track Record
- **Essential:** Previous professional experience in managing a spa operation, staff management, achieving targets, maximizing revenue & budget control.
- Qualifications, Training, Professional Memberships, or Accreditations
- **Essential:** Educated to GCSE standard.
- Professional qualification in Beauty Therapy e.g. NVQ Levels 3, diploma, CISSCO or equivalent.

### What you offer

- A friendly and outgoing personality
- A passion for providing the best customer service possible
- Previous supervisory experience
- Ability to work in and manage a team
- Attention to detail
- The ability to remain calm under pressure
- Can do attitude

### Benefits

- 20% personal discounts on holidays within the group
- 20% off spa beauty treatments
- 10% off food & drink in the restaurant
- Competitive salary
- Ongoing training and development

### **Applying**

All applications must be accompanied with a current CV which will be used to assess your suitability for the role. Please ensure all the skills, experience and qualifications requested are clearly demonstrated in your CV as explained in the body of the advert.

All applicants must provide their right to work documentation at interview stage, such as a valid passport which will be verified to check your eligibility to work and live in the UK

All roles will be subject to a successful disclosure at an appropriate level from Disclosure and **barring** service (DBS)