

## **JOB DESCRIPTION**

**Job Title :** Senior Beauty Therapist

**Area/Department :** UK & Ireland/ Spirit Health Club

**Job Band :** TBC

**Hotel Level :** I - V

**Reports to :** Spirit Health Club Manager

**Position Supervised:** Beauty Therapists

### **Job Scope**

- Ensure efficient operation of the beauty salon
- Under the general guidance and supervision of the Spirit Health Club Manager or designate and within the limits of established IHG and Spirit Health Club policies and procedures
- Ensure the highest standard of customer care and services at all time.
- Promotes the desired work culture around our IHG Winning Ways and the brand ethos

### **Key Relationships**

Spirit Health Club Manager, Deputy Club Manager, Beauty Therapist, Hotel General Manager, Members of Club, Hotel Guests.

### **Key Job Responsibilities**

- Promote the beauty salon by actively organising internal and external promotional activities
- Encourage the promotion and sale of beauty products in conjunction with beauty treatments
- Ensure all treatments are charged correctly
- Control commission and bonus payments
- To take responsibility for stock control and accounting systems
- Develop and maintain positive links with suppliers/product houses to optimise support available
- To assist in review of the annual budget and identify short term objectives to achieve targets

### **Self Management**

- Comply with hotel rules and regulations and provisions contained in the employment handbook
- Comply with company grooming and uniform standards
- Comply with timekeeping and attendance policies
- Actively participate in training and development programs and maximise opportunities for self development
- To maintain the appropriate attitude and physique to reflect and promote the image of Spirit Health Club

### **Customer Service**

- Ensure staff have a full understanding of treatments and products
- Perform all treatments to the highest standard at all times
- Demonstrate service attributes in accordance with industry expectations and company standards to include:-
  - Being attentive to guests
  - Accurately and promptly fulfilling guest requests
  - Understand and anticipate guest needs
  - Maintain a high level of knowledge which will enhance the guest experience
  - Demonstrate a service attitude that exceeds expectations
  - Take appropriate action to resolve guest complaints
- Appreciate the dynamic nature of the health club industry/hotel industry and extend these service attributes to all internal customers
- Be able to promote the health club/hotel (and InterContinental Hotels Group generally) products and services
- Maintain a high level of product and service knowledge about all health clubs and InterContinental Hotels Group hotels in your region

### **Health Safety & Security**

- Ensure the highest standards of hygiene, cleanliness and tidiness in the Beauty Salon and club
- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety
- Familiarise yourself with emergency and evacuation procedures
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager

### **General**

- Recruit and select quality Beauty Therapy staff to maintain business levels
- Develop and implement standard of performance manual
- Comply with the company corporate code of conduct at all times
- Familiarise yourself with the company vision and values which link to our model of desired behaviours that we expect all employees to display
- Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals
- Desire and ability to improve your knowledge and abilities through on-going training
- Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries

**The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting company and guests needs is required by all employees.**

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

.....  
.....

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please Print)

Signed by employee: \_\_\_\_\_ Date: \_\_\_\_\_

Hotel: \_\_\_\_\_ Date: \_\_\_\_\_

Signed on behalf  
of the Company: \_\_\_\_\_ Date: \_\_\_\_\_

## UK & Ireland - PERSON SPECIFICATION

### Senior Beauty Therapist

#### Background / Experience

**Essential** (include driving license and work permit if required)

- UK citizen or valid work permit
- Basic numeracy and literacy skills
- Beauty Therapy qualification
- Willingness to learn management skills

**Desirable**

- Ordered approach
- Experience in Health & Fitness industry
- Management/supervisory skills

#### Team Focused

*Developing the talent, process and capability for our current and future needs*

**Essential** ( Co-operation & Communication skills, multi skill, self development, performance improvements)

- Carry out instructions
- Desire and ability to learn
- Able to ask for help
- Assist others within and outside of immediate department
- Ability to communicate
- Ability to clean
- Ability to restock

**Desirable**

#### Action Oriented

*Ensuring that visions and strategies are translated into specific deliverables in order to get results*

**Essential** (e.g. Planning skills, enthusiasm, able to work under pressure with changing priorities, motivational factors, attitudes and personal presentation)

- Ability to plan and prioritise
- Ability to organise self
- Able to multi-task
- Flexible & adaptable
- Ability to build rapport
- Courtesy
- Attention to detail
- Listening skills
- Manual dexterity
- Coaching skills
- Problem solving skills
- Ability to work under pressure

**Desirable**

## Passionate

*Creating an environment where there is a relentless commitment to success*

**Essential** (e.g. taking responsibility, able to work without supervision)

- **Enthusiastic**
- **Positive attitude**
- **Sales techniques**
- **Ability to work without constant supervision**
- **Ability to work independently**

**Desirable**

## Savvy

*Understanding the market, the business and customers in order to create competitive advantage*

**Essential** (e.g. customer care skills internal & External, anticipating needs, exceeds expectations, Team working, job knowledge, job skills & any specific aptitudes such as typing skills)

- **Customer focused / can-do**
- **Understanding the internal and external customer needs**
- **Anticipate customer needs**
- **Open to new ideas**
- **Cultural awareness**
- **Willingness to learn about the Hotel/Spirit Health Club standards /products and services**

**Desirable**

- **Literate in Computer Technology**
- **Understanding of the Hotel / Health Club / Beauty Industry standards, and Spirit Health Club policies and procedures**