

## ROLE PROFILE

<b>Spa Manager</b>	
Reporting to:	General Manager
Role purpose:	
To lead a team to offer five-star spa treatments to guests	
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Leads team towards success</li> <li>• Recruitment, training and development</li> <li>• Constantly coaches team members on mission, vision and values</li> <li>• Set up rooms at start of shift, such as hot stones, laundry etc</li> <li>• Daily takings sheet</li> <li>• Check that cash-up is complete from previous day</li> <li>• Check medical compliance and online administration complete and signed</li> <li>• Under 18 parental consent form complete</li> <li>• Give full body massage (level 3) and train team to do it</li> <li>• Apply hot stones and carry out facials (level 2) and train team to do it</li> <li>• Apply manicure and pedicure (level 2) and train team</li> <li>• Ensure rooms are clean, floors mopped , fresh laundry between guests and train team</li> <li>• Ensure temperature checks are carried out on hot stone</li> <li>• All tools sterilised between guests</li> <li>• Stock taking and reporting</li> <li>• Lock and open the spa – ensure spa is secure</li> <li>• Recommend and sell products and homecare after treatment</li> <li>• Continue to review and look for new innovations within health and wellbeing</li> <li>• Review costs and present to GM</li> <li>• Maintain training on brands and protocols of treatments, manicure and pedicure</li> <li>• Greet guests in pleasant manner and converse during experience</li> <li>• Overall responsibility for health and safety and compliance</li> </ul>	

<b>Progression in role:</b>	<b>Training for role</b>
<p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Excellent written and spoken English</li> <li>• Strong interpersonal skills</li> <li>• Positive attitude</li> <li>• Leadership experience in a spa environment</li> <li>• Experience of managing a budget</li> <li>• Able to work weekends and bank holidays</li> <li>• Good sense of humour</li> <li>• Be passionate about customer service delivery and exceeding our members and guests' experience</li> <li>• Be clean and presentable</li> <li>• Have an outgoing and friendly personality</li> </ul>	<ul style="list-style-type: none"> <li>Company orientation and induction</li> <li>General health and safety</li> <li>Fire safety</li> <li>Manual Handling</li> <li>COSHH</li> <li>GDPR</li> <li>Spa policies</li> <li>Fresher online booking system</li> </ul>

<ul style="list-style-type: none"> <li>• Level 3 qualified in beauty therapy</li> <li>• Able to work as part of a larger team</li> <li>• Effective communicator</li> </ul>	
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Leader has good relationship with regular guests, owners and locals#</li> <li>• Create a budget</li> <li>• Works well with colleagues</li> <li>• Familiar with all systems and processes in the workplace</li> <li>• Works independently</li> <li>• Good attendance and time keeping</li> <li>• Very good communication with team, guests, owners and locals</li> <li>• Shows flexibility when asked to help others</li> <li>• Very good level of administration with few errors</li> <li>• Takes ownership and handles complaints under observation from manager</li> <li>• Cleaning standards are excellent</li> <li>• Team member PDRs</li> </ul>	<p>Diversity and Inclusion  New product training  Level 3 beauty therapy (if not already qualified)  Cove Leader 1 and 2  Dayforce</p>
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Sets targets for team around product sales</li> <li>• Trains team to handle complaints independently</li> <li>• Team has excellent product knowledge – pricing, ingredients and protocols</li> <li>• Helps new team members to learn role in a positive way</li> <li>• Shares best practice – administer treatments on each other</li> <li>• Deliver Cove Culture training</li> </ul>	<p>Handling complaints  Selected LDP modules</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Suggests practical improvements to workings of department or service</li> <li>• Shows a willingness to assist colleagues and to learn new skills</li> <li>• Actively coaches and/or mentors other team members and progress is recorded</li> <li>• Shows interest in learning other areas of business</li> <li>• Is totally reliable and attends all sessions</li> <li>• Fully engaged with bringing on team members</li> </ul>	<p>Coaching and mentoring</p>
<p><b>Key measures</b></p> <p>Managing budget</p>	

Labour management Team retention Holidaymaker survey Online feedback after treatment H and S Audit Product sales	
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