



Beauty Reception Supervisor

Reception Supervisor – Hair and Beauty

Based at the Welwyn Garden City Campus

Full Time 37 hours per week – Evening and possible weekend work required

£22,361 per annum

30 days holiday + bank holidays

Auto enrolment into the local government pension scheme

Do you have experience of working in a Beauty Therapy environment? We are looking for a talented individual with the ability to increase awareness of the Beauty Salon and develop the retail business to generate income for the College. You will effectively contribute to the administration, organisation and development of the Beauty Department and provide supervision to students and undertake assessments of them whilst ensuring the smooth running of the Beauty Salon at Oaklands College.

The ideal candidate will have a Level 3 qualification in Beauty and hold experience within a Customer Services environment along with commercial beauty experience.

Closing Date: Sunday 29th October

Interview Date: Friday 3rd November

Job Description

SUMMARY OF POST:

To effectively contribute to the administration, organisation and development of the Beauty Department. To increase awareness of the College's Beauty Salon and develop the retail area. To provide supervision of Learners and undertake assessments of them whilst ensuring the smooth running of the Beauty Salon at Oaklands College.

KEY RESPONSIBILITIES

- Organise and maintain the Reception and Beauty Therapy Areas to ensure a professional image meeting Health and Safety standards.
- Correct storage of materials and equipment to meet the requirements of COSHH, Health and Safety and other regulations.
- Prompt and efficient handling of the client booking system and appointment schedules.
- Maintenance of client records and their confidentiality in line with Data Protection.
- Handling cash and other payments and making appropriate returns to the College finance department.
- Supervision and handling of material, rotation of stock and placing orders, materials, consumables, equipment, teaching materials and checking deliveries – in liaison with the Curriculum Technicians.

- Develop promote and maintain a core client base that will deliver a regular income for the salon.
- Identify and promote the Beauty shop to increase client recruitment and repeat visits through ensuring an excellent service.
- Facilitation and evaluation of client satisfaction surveys.
- Attend open days/evenings and promote the salon as a learning area for future learners.
- Provide guidance and support for learners in all aspects of salon operations.
- Assess learners within the awarding body guidelines, to include the role of receptionist, customer relations in the salon and naturally occurring key skills.
- To maintain an awareness of the practises in the College in relation to Health and Safety, equality and diversity, risk management, values and behaviours, safeguarding and CPD

RECRUITMENT- Short listing

- Level 3 qualification in Beauty therapy /customer service or business admin
- 2 years of experience of operations in a commercial beauty salon or a similar environments

PERSON SPECIFICATION (assessed at interview)

- Experience with dealing with difficult customers
- Professional outlook
- Team player
- Positive, drive, enthusiasm
- Customer orientated
- Hands on
- Flexible commitment to working hours

SKILLS AND EXPERIENCE (assessed at interview)

- Excellent written/oral communication skills.
- Ability to act on own initiative and meet deadlines.
- Ability to work with little supervision, using own initiative.
- Sound multi-tasking and organisational skills, with the ability to work effectively in a busy environment
- Ability to generate sales and work within a budget
- Competent IT skills with a arrange of IT systems

In consultation with the postholder it is liable to variation by the Head of Department to reflect or anticipate changes, in, or to, the post and the organisation. The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.