

Job Description

Post:	Salon Manager
Salary Grade:	Band 6, points 29 – 33 of the SCC Group Support Staff Pay Scale
Responsible to:	Head of Department
Responsible for:	Salon Assistant

Key Purpose:

1	To support the Hair and Beauty curriculum in the development of Aspirations as a centre of excellence, further enhancing its full potential as a commercial operation, offering students and clients an outstanding in salon experience.
2	To ensure that all salon practices, including the use of related equipment adhere to health and safety, and applicable legislation.
3	To manage all services and products in line with hair and beauty industry standards and current trends.
4	To develop Aspirations commercial potential and undertake a continuous process of updating products and services in line with curriculum planning and employer led recommendations.
5	To create a unique customer experience from initial entry to the department to exiting the building, whilst maintaining and applying high levels of customer care and service at all times.
6	To effectively administer social media content, capturing all elements of upcoming events, treatments and openings.

Responsibilities:

1	To participate in key College processes as required.
2	To act always in accordance with College policies e.g. Health and Safety, Equality & Diversity, Inclusion and Quality Assurance.
3	To work flexibly in the interests of the organisation as required.
4	To participate in appraisal and undertake staff development activities as appropriate.
5	To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for or come into contact with.

Duties and Responsibilities:

a.	To effectively supervise, coach, and develop the salon assistant. To allocate a range of tasks and duties to the salon assistant and to manage their workload appropriately.
b.	To ensure that all lessons have the required levels and amount of materials and products available as per teacher requests.
c.	To continuously review and enhance the appearance of the salons making them appealing to students, clients and visitors.
d.	To be responsible for the maintenance of accurate and auditable records relating to all aspects of salon management.
e.	To be actively involved in cleaning duties associated with all the salons, dispensary and reception areas, providing exceptional looking facilities for students and customers.
f.	To be responsible for highly effective and resourceful purchasing of materials and products and the subsequent stocktaking of these products on a monthly basis.
g.	To be responsible for developing our treatments offer and ensuring we offer a wide variety of outstanding services that are current and meet student and client needs and expectations.
h.	To ensure high levels of safe storage practices are exercised and documented and dispensation of products are in line with health and safety guidance.
i.	To be responsible for and lead on operating a client / customer database and further develop an existing electronic booking system and associated communications.
j.	To consistently monitor all aspects of Health and Safety, including risk assessment, equipment fault recording and reporting, accident reporting and following the departmental HACCP system.
k.	To work with the College's Health & Safety Officer, to ensure all issues are proactively dealt with.

l.	To ensure that Cash handling and recording of takings at the end of sessions are in line with the colleges finance procedures
m.	To keep the team updated on initiatives, bookings and trends during selected meeting slots on a weekly basis.
n.	To carry out any other duties commensurate to the post as required by your Line Manager / Senior Manager.

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign and date the job description:

Name of the post holder:

Line manager to sign and date the job description:

Name of the line manager:

PERSON SPECIFICATION – Salon Manager

	<u>Essential</u>	<u>Evidence</u>	<u>Desirable</u>	<u>Evidence</u>
Qualification	<p>Level 3 qualification in a hair and beauty related subject</p> <p>Evidence of ongoing professional development</p>	<p>Application / Certificates</p>	<p>Customer service qualification</p> <p>Supervisory or management qualification at level 3 or above</p> <p>English and Maths GCSE at grade 4 or above</p> <p>IT related qualification</p>	<p>Application / Certificates</p>
Experience	<p>Extensive industrial experience working within a salon or retail related environment</p> <p>Experience of efficient purchasing relating to a range of products and materials</p> <p>Outstanding working knowledge of risk assessment and health and safety procedures and policy</p> <p>Experience of managing a team or team members and delegating tasks</p> <p>Experience of dealing with customers and problem solving</p> <p>Experience of creating and developing a successful brand</p> <p>Experience of managing stock within a salon</p> <p>Experience of developing effective and efficient salon rotas</p> <p>Experience and understanding of working with a range of hair and beauty related equipment</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>Working with children and adults in an educational or training context</p> <p>Experience of financial procedures i.e. in relation to cash handling/recording of takings</p>	<p>Application/ Interview</p> <p>Application/ Interview</p>

Skills/ Qualities	<p>Ability to undertake and allocate identified tasks</p> <p>Promotes high expectations in terms of professionalism and reflect industry standards at all times.</p> <p>Develops positive relationships with colleagues</p> <p>Outstanding organisational skills</p> <p>Outstanding interpersonal skills</p> <p>Outstanding communication skills</p> <p>Flexible approach to work</p> <p>Outstanding customer service attributes</p> <p>Proficient in Microsoft operations including word and Excel.</p> <p>Keen eye for detail and relentless pursuit of quality</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		Application / Interview
Other	<p>Commitment to college policies i.e. Health & Safety, Equality & Diversity, Inclusion and Quality Assurance, Safeguarding</p> <p>Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children / vulnerable adults.</p> <p>DBS Check acceptable to college will be undertaken for successful applicant</p>	<p>Application/ Interview</p> <p>Interview</p> <p>Appointment</p>		Application / Interview

