



OAKLANDS COLLEGE

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

£22,585 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: Thursday 22nd February

Interview Date: Thursday 1st March

Job Description

JOB TITLE - Beauty Reception Supervisor

REPORTING TO – Head of Department

SUMMARY OF POST

To increase awareness of the College's Hair and Beauty Salons so that sales and revenue targets are met. To lead and manage a team of Curriculum Technicians to ensure effective administration, organisation and development of the Hair and Beauty Salons. To provide supervision of students and undertake student assessments whilst ensuring the smooth running of the Hair and Beauty Salon at Oaklands College. Develop and maintain relationships with employers within the industry to provide opportunities to improve the student experience.

KEY RESPONSIBILITIES

- Develop, promote and maintain a core client base that will support the salon to meet its sales targets
- Provide an excellent service at all times through ensuring that all customers' needs are met
- To provide information to customers as the first point of contact for a range of queries in accordance with customer service standards and performance targets

- 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
- Provide guidance and support for students in all aspects of salon operations.
- Assess students within the awarding body guidelines, to include the role of receptionist, customer relations in the salon and naturally occurring key skills.
- 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.
- Organise and maintain the Reception and Hair and Beauty 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.
- Facilitation and evaluation of client satisfaction surveys.
- Attend open days/evenings and promote the salon as a learning area for future students.
- Work with the Marketing Department and HoD to develop and update course material for full and part time courses and full cost short courses.
- 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

CRITERIA

RECRUITMENT- Shortlisting

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 environment

ESTABLISHED

Probation completed

Level 2 IT, Numeracy and English

First Aid Certificate at Work

EXPERIENCED AND QUALIFIED

2 years' experience in the role

Complete A1/A2 Assessors award

Sales targets are continuously met

Evidence of developing the department's short course provision to ensure courses run

Evidence of high customer satisfaction

Evidence of CPD

DEVELOPED

To be assessed against our values and behaviours

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 post holder 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.