



Job Title: Head Therapist
Department: Health Club & Spa
Responsible To: Health Club Manager
Responsible For: Spa function and Therapists

Job Summary:

The Head Therapist is a key member of Tempus Spa team and is responsible for leading and supervising a team of Therapists to ensure our customers and Spa members are consistently treated to an impeccable customer service experience; that the operations run smoothly, efficiently and profitably; that all beauty treatments are administered in a professional, friendly and person-centred manner and that the Tempus Spa is a welcoming environment for all. The Head Therapist will also play a key role in attracting and securing repeat bookings, new business and promoting sales of merchandise and beauty products. Flexibility is important; this position will require availability to work varied shifts including weekends, evenings and holidays.

To work effectively with the Health Club Manager to create a seamless working environment.

Main Responsibilities:

1. To ensure high operating standards consistent with the corporate values and objectives in supervising the daily operation of the department, whilst constantly striving for high standards and exceeding guest expectations wherever possible
2. To order, store & maintain sufficient stock to supply the hotel with the necessary resources to operate effectively.
3. Ensure maximum number of treatments are available and sold within the practical framework liaising with reservations to enable targets are met.
4. The role incorporates fulling beauty/therapy shifts as well as supporting the reception and team as a whole.
5. To make purchases within the agreed budget and to maximise gross profit through effective management and appropriate control mechanisms.
6. To always ensure compliance with relevant & current legislation whilst at work
7. To strategically plan to achieve continuous improvement within your own department, both on a personal level and for the function as a whole.
8. To achieve departmental sales and profit objectives through strategic planning, maximizing revenue opportunities, labour planning and commercial awareness.
9. To carry out continuous checks to ensure that areas are clean and presented to the requisite hotel standard.
10. Ensure that all team members are immaculately always presented.
11. Ensure all stock holding areas are secure, segregated and tidy.



12. Regularly check night cleaners' deep clean of hotel beauty facilities
13. Maintain staff timekeeping and effective labour planning according to the needs of the business.
14. Delegation of certain tasks to ensure effective management is carried out.
15. To ensure the spa is always pristine and to follow up any housekeeping \maintenance issues with the appropriate department head in a timely fashion.
16. To be responsible for the cleanliness of the guest facilities and to make sure that there is sufficient stock in the changing areas of the spa.
17. To work together as part of a team with colleagues across the hotel, with other line managers.
18. To always treat guests with a high level of care which is consistent with the Company standards and to collect guest history wherever possible, to always ensure the best service.
19. To comply with all hotel and company policies and procedures.
20. To ensure daily work areas are allocated to staff in the most efficient and cost-effective way to achieve quality results.
21. To have responsibility for departmental sales and marketing initiatives, liaising with reservations and sale manager to initiate regular promotions.
22. To ensure the use and issue of all cleaning materials and equipment is controlled to maximum benefit, whilst considering health and safety regulations.
23. To monitor the stock of all cleaning and spa supplies to ensure sufficient levels are available as required.
24. To co-ordinate and manage all office\administrative procedures as required, including updating of records, preparation of rotas, ordering of goods or supplies.
25. To demonstrate the effective handling of guest queries or complaints and deal with them accordingly in conjunction with the General Manager or Duty Manager, which will include logging as part of the process for continual improvement.
26. Carrying out health and safety checks on the equipment and site.
27. Handling complaints and incidents, e.g., accidents, emergencies, or theft.
28. Ensuring own and staff members' first aid training is up to date.
29. Cashing-up and keeping stock records.
30. Writing monthly or weekly reports and preparing cash projections for centre owners or more senior management.
31. Carry out regular 'Performance' and 'Appraisal' reviews as required for all those working within the department. To undertake a regular audit of training records for your staff to relay this information back to the HR department as required. Consultation to be made with the H.R department where there are issues for concern or where clarity is needed.
32. To comply with statutory and contractual requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention and to ensure that a skills audit is regularly undertaken to determine compliance in these areas, updating the H.R department, as necessary.



This list of duties is not exhaustive, nor is it intended to be, and duties are not listed in any order of priority.

I have received, read, and understood the Head Therapist Job Description:

Name (PLEASE PRINT): _____

Signature: _____

Date: _____