



## **CASUAL BEAUTY THERAPIST**

**Pay Band D / Fixed scp point 14**

**£8.86 per hour**

**Job reference: V40**

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Dear Applicant

**Post of Casual Beauty Therapist – V40**

Thank you for your enquiry about the post at Volair Ltd.

Volair Ltd places great importance on maintaining high levels of attendance at work and all Directorates operate under well-established guidelines to monitor and control absence. If you are successful at interview, the council will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact us as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

You should return your application to: Clare Kerr, HR, Pensions and Payroll Administrative Officer by post to Volair Ltd, Knowsley Leisure and Culture Park, Longview Drive, Huyton, Liverpool, L36 6EG or by email to: [hr@volair.org.uk](mailto:hr@volair.org.uk).

I look forward to receiving your application and thank you for your interest in this post.

Yours sincerely

*Clare Kerr*

Clare Kerr  
HR, Pensions and Payroll Administrative Officer



Our shared vision - to make Knowsley: ***The Borough of Choice***

*“We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community.”*

CORE VALUES:			
Act with integrity	Being accountable	Openness and transparency	Respect for people
<ul style="list-style-type: none"> <li>▪ Demonstrates honesty, reliability and trustworthiness</li> <li>▪ Does the ‘right’ thing</li> <li>▪ Demonstrates consistency</li> <li>▪ Acts according to a consistent set of morals, values and principles at all times</li> </ul>	<ul style="list-style-type: none"> <li>▪ Acknowledges and assumes responsibility for actions and decisions</li> <li>▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others</li> </ul>	<ul style="list-style-type: none"> <li>▪ Makes decisions in an open and transparent manner</li> <li>▪ Shares information whenever possible</li> <li>▪ Explains when information can’t be shared</li> <li>▪ Is open to new ideas and new ways of working</li> </ul>	<ul style="list-style-type: none"> <li>▪ Champions equality and diversity with all people at all levels</li> <li>▪ Treats people in the way they would like to be treated</li> <li>▪ Values people and their contributions</li> <li>▪ Shows consideration for others through thought and action</li> </ul>



<b>JOB DESCRIPTION</b>	
<b>JOB TITLE</b>	Beauty Therapist
<b>GRADE</b>	Scale D (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
<b>DIRECTORATE</b>	Directorate of Wellbeing Services (DWS)
<b>SECTION/TEAM</b>	Leisure and Cultural Services
<b>ACCOUNTABLE TO</b>	Spa Manager
<b>DATE REVIEWED</b>	20 April 2015

#### **Purpose of the job**

1. To assist, support the Spa Manager to ensure the effective and efficient management of the Spa facilities.
2. To ensure your centre delivers all commercial KPI's and makes a valuable contribution to the Active Leisure Scorecard, maintaining up to date knowledge of key strategies set by the product team
3. To operate efficient standards, sales and staffing in the beauty spa

#### **Duties and responsibilities**

1. To provide prompt, friendly and efficient service, which accurately meets customer satisfaction, and prepare special treatments with the utmost, care attention and professionalism.
2. To provide the highest levels of hygiene in the Spa at all times.
3. Ensure all telephone bookings and enquiries are dealt with in a friendly and efficient manner.
4. To comply with all legal requirements and carry out all contraindications consultation.
5. To ensure customer satisfaction at all times. To provide a personalised service to promptly deal with and report any complaints, comments and compliments.
6. To maximise sales through service by demonstrating good product knowledge.



7. To ensure all billing is correct and accurate with attention paid to room numbers and deposits.
8. Be aware of Active Leisure products, special offers and daily events and to maintain knowledge of facilities
9. To wear your uniform at all times in accordance with Active Leisure Standards.
10. To maintain the highest level of personal/work cleanliness and hygiene.
11. To make yourself available for training and communication meetings, for which advance notice will normally be given.
12. Take ownership and be passionate about the overall standards and appearance of area of responsibility at all times.
13. To identify public needs/wants by maintaining close contact with the general public monitoring of any complaints and responding accordingly.
14. To constantly monitor and review performance to ensure there is continued development and improvement in standards.
15. All the duties will be carried out in the working conditions normally inherent with the job.
16. All duties must be carried out to comply with:
  - The Health & Safety At Work Act
  - Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
  - Nationally agreed Codes of Practice which are relevant.

### ***Other***

1. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the Directorate
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work embracing the Councils commitment to Equality and Diversity.



4. To achieve annual CPD targets as set by industry best practice guidelines and hold membership of a relevant leisure Governing Body.

## Health and safety

1. To work in partnership with the maintenance and Health and Safety team to ensure health and safety is coordinated and facilities are operated in a safe manner.

	<b><i>Review Arrangements</i></b>
	The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual roles will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Knowsley Borough Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time



### Person specification

<b>Post title</b>	Beauty Therapist	<b>Grade</b>	Scale D (Inclusive of all weekend, out of hours, evening and Bank Holiday working)
<b>Directorate</b>	DWS	<b>Section/team</b>	Active Leisure

Criteria	<i>Essential requirements</i>	* M.O.A
<b>Skills, knowledge, experience etc</b>		
1	* Ability to embrace the values of KMBC	A/I
2	Knowledge of Beauty/Massage techniques	A/I
3	Knowledge of positive behavioural approaches	A/I
4	Ability to develop and maintain positive relationships	A/I
5	Ability to communicate effectively with a range of people	A/I
6	Ability to manage own time to deal with multiple tasks effectively.	A/I
7.	Experience of working with a similar client group	A/I
8.	Experience of working to set targets and deadlines	A/I
<b>Qualifications</b>		
9	Relevant professional qualifications in Beauty Therapy/Holistic Therapy (NVQ 3 or equivalent)	A/C
10	ECDL or equivalent	A/C
<b>Health and safety</b>		
11	Demonstrate a good understanding of the departments Health and Safety policy and what is included	A/I
<b>Personal attributes and circumstances</b>		
12	Ability to make decisions using analysis and judgement	A/I
13	Commitment to continual professional development	A/I
14	Flexibility to work evening, weekends and Bank Holidays as required.	A/I
15	Flexibility to work in any Knowsley facility as and when the business requires.	A/I



**\*Method of assessment (\*M.O.A)**

**A** = Application form

**C** = Certificate

**E** = Exercise

**I** = Interview

**P** = Presentation

**T** = Test

**AC** = Assessment centre

**Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**

## Conditions of Service

<b>Post</b>	Casual Beauty Therapist
<b>Employment status</b>	Casual
<b>Grade</b>	Pay Band D / Fixed point SCP 14
<b>General</b>	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
<b>Hours of work</b>	As and when required
<b>Salary</b>	£8.86 per hour
<b>Medical</b>	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
<b>Training</b>	Volair Ltd encourages training and development for all employees.
<b>Pension</b>	If eligible you will be automatically enrolled into the NEST Pension Scheme
<b>Childcare vouchers</b>	Volair Ltd is in partnership with a childcare voucher provider which offers employees a salary sacrifice scheme. Further details are available from Human Resources Division.
<b>Car status</b>	Not applicable