

PERSON SPECIFICATION

Post:	Spa Manager
Job Family/ Grade/Level:	Community Facilities User Support - CFUS 5b

GLASGOW LIFE IS A COMPETENCY FRAMEWORK EMPLOYER

Summary of Role	<ul style="list-style-type: none">• Provide effective day to day management of Refresh Spa.• Supervising a team of staff, providing guidance and support, assisting them to carry out their function effectively. Responsible for all therapist training and assessment.• Monitoring of systems ensuring that information on revenue spends, income, usage, stock and performance is available and financial targets are met.• Allocating duties and responsibility within the team ensuring that all work is concluded to prescribed standards and timescales while ensuring cognisance of Health & Safety matters• Take responsibility for implementation of shift rotas & Sickness Absence monitoring• Provide continuous customer interface responding to enquiries, clarifying issues and providing an informed response.• Liaising with internal and external customers and partners establishing effective working relationships to promote improvements in services delivery and access to service.• Develop manage and promote spa products and packages.• Generate and manage content for social media and promotions.• Implement, monitor and evaluate standards and service levels to ensure high quality customer care, service delivery and operational performance• Any other duties that are deemed appropriate to the grade and role
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CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training	<p>Previous supervisory experience in a busy comparable environment</p> <ul style="list-style-type: none"> • Minimum NVQ Level 2 Beauty Therapy • NVQ Level 3 Beauty Therapy or equivalent qualification (CIBTAC, BABTAC, City & Guilds, ITEC, CIDESCO) 		☐ Application Form ☐ Certificates
Skills, Knowledge & Competencies	<p>Evidence of effective leadership, including responsibility for staff management</p> <p>Evidence of customer focus, demonstrating delivery of effective customer services</p> <p>Excellent communication skills</p> <p>Knowledge of good practise</p>		☐ Application Form ☐ References ☐ Interview
Other	<p>Effective Team Player</p> <p>Good communication Techniques</p> <p>Positive can do attitude</p> <p>Able to work flexible working patterns including evenings and weekends</p>	Requirement to work additional hours at short notice	☐ Interview