



JOB DESCRIPTION

JOB TITLE:	Receptionist & Dispensary Assistant (Hairdressing and Beauty Therapy)
Location:	Aberdeen City Campus
Grade :	Grade 2
Line Manager:	Curriculum Manager
Appraiser:	Curriculum Manager

Main Function:

To provide an efficient reception service for the Hairdressing, Beauty and Complementary Therapies Teams. To provide support and assistance to College staff, students and external clients in the Hair & Beauty section.

Main Duties - Generic

1. To implement College policies, particularly those relating to equality and diversity.
2. To implement Health and Safety and security measures in accordance with statutory and College requirements.
3. To develop effective working relationships internally and, where appropriate, with external partners.
4. To support effective quality assurance and quality improvement arrangements in the area of responsibility and constantly seek to identify and adopt best practice approaches
5. To participate in team and Departmental meetings.
6. To participate in the College's staff appraisal/performance management scheme and professional development arrangements

Main Duties – Specific

1. To carry out the day to day duties of Receptionist by welcoming clients, dealing with staff, students and visitors to the Reception area and overseeing/evaluating the work of students attached to Reception for work experience.
2. To arrange appointments for clients, by telephone and in person, utilising I-Salon Software, maintaining files and recording systems relating to bookings, Client Cards, Payment Slips, etc and receiving calls for Curriculum Manager when he/she is not available.
3. To handle telephone enquiries from students, employers and clients, passing any messages promptly to Curriculum Manager, students as necessary and forwarding reported absences of students to academic staff.
4. To sell hair & beauty products and gift tokens etc at the Reception desk.
5. To allocate lockers to students, recording details of padlocks and collecting back from students on a daily basis.
6. To collect cash floats, depositing end-of-shift takings at the College Business Office and producing error reports where necessary, daily Z-readings and filing monthly reports of income.
7. To ensure paper-based supplies for client files and reception tasks are always available, including photocopying of frequently used forms.
8. To issue and return materials and equipment from stock for use by lecturers and students for the day to day running of the hair and beauty areas

9. To receive and inspect incoming supplies and ensure that they are stored safely, reporting any discrepancies to the Curriculum Manager.
10. To be responsible for maintaining correct stock levels, ordering any stock that is required and recording stock used and carrying out an annual stock take.
11. To pack and despatch goods for return and/or repair.
12. To provide support throughout all hair and beauty areas and prepare materials as required.
13. To maintain equipment and Hair and Beauty areas in a tidy and safe condition ensuring a high level of housekeeping within the working area ensuring that waste is suitably segregated and recycled and removed.
14. To report any defects/faults to the Curriculum Manager immediately, ensuring that the equipment cannot be used until it is made safe
15. To participate in practical demonstrations as required
16. To assist with reception duties, providing cover in the absence of other assistants.

Note

This list of duties is not intended to be exhaustive but simply highlights a number of the major tasks of the post. The postholder may be required to undertake additional duties which might reasonably be expected of him/her and which form part of the function of the post.

October 2026

PERSON SPECIFICATION

*(criteria marked * are desirable, all others are essential)*

QUALIFICATIONS

1. Standard grades or equivalent
2. Willingness to undertake training in safe working practices
3. Basic first aid qualification*
4. Evidence of continuous professional development

EXPERIENCE AND KNOWLEDGE

1. *Experience in Hairdressing/Beauty Therapy Reception.
2. *Experience with salon-based software package.
3. Experience of appointment making.
4. Familiarity with salon products and treatments.
5. Basic knowledge of hair and beauty tasks and safe working arrangements
6. Basic storekeeping skills.
7. Experience of hair and beauty practices.
8. Experience of basic hair and beauty equipment and material
9. Basic book keeping skills, ie keeping records of income and expenditure

SKILLS AND PERSONAL QUALITIES

1. Oral and written communication skills
2. Numeracy skills
3. Able to work on own initiative and without supervision
4. Team working skills
5. Able to develop positive working relationships
6. Committed to providing a quality service
7. Clean and tidy appearance
8. Cash handling and basic book keeping skills, ie keeping records of income and expenditure
9. Excellent telephone manner

ADDITIONAL REQUIREMENTS

1. Commitment to College values and equal opportunities
2. Able to work flexibly to meet the demands of the post