

Job Vacancy

Pride

Passion

Performance

Job Title

THE WAVE - SPA MANAGER

Description

The Wave' complex is a 600 capacity high octane waterpark in Coventry City Centre, which incorporates six thrilling rides, wave pool, lazy river & toddler area. In addition, there are state-of-the-art fitness facilities, including a 25m pool, squash courts, and the tranquil Mana Spa, which includes treatment rooms & heat experiences. The facilities also include a Bistro with alfresco dining area.

The ideal candidate will strive to build and maintain a motivated and successful Spa team and create a culture of care and excellence and employee loyalty. They will create a Spa which exceeds clients' expectations and is renowned for a high standard of client care and therapy.

You must be able to drive and maximise treatment and retail sales. You will need to be a hands on manager of people, setting the standard in terms of work ethic and standards covering treatments from time to time as and when required.

Reference Number:

WV2

Closing Date:

19th October 2018

Department:

Operations

Hours:

37.5

Hourly Rate:

Competitive rate of pay

Benefits

- Great development opportunities
- FREE health and fitness membership*
- FREE health and fitness membership for a family member or friend*
- FREE uniform for applicable roles
- FREE training for applicable roles
- DISCOUNTS on Centre activities*

(*not applicable to casual workers)

Find out more

For the latest job vacancies and application details visit www.cvlife.co.uk

If you have any enquiries, please contact our Human Resources Team by emailing recruitment@cvlife.co.uk

Job Description



Pride

Passion

Performance

Job Title:	The Wave - Spa Manager
Reporting to:	Health and Fitness Manager
Responsible for:	Spa Therapists, Spa Receptionists, Spa Attendants.

Responsibilities for all employees

- To embrace and lead by example on the company's key values of PRIDE, PASSION and PERFORMANCE.
- To undertake your duties to the best of your ability and fully comply with all of the Company's general standards and those relating to your specific role.
- To support the Company's commitment to providing a safe environment for children and young people, ensuring awareness of the Company's Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
- To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
- To interact positively with customers adopting a friendly and professional approach at all times.
- To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company.
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the company. To generally help promote the work and public image of the company, always maintaining high standards of customer service and personal appearance.
- To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position.



Overall purpose and objective of the role:

The Spa Manager is responsible for all Spa staff and overall Spa facilities. The Spa Manager will strive to build and maintain a motivated and successful Spa team and create a culture of care and excellence and employee loyalty while developing and maintaining high standards of client care and therapy.

Main duties of the role:

1. Manage the health spa team, ensuring proper arrangements for recruitment, training, development, work planning and control.
2. Set and reinforce service standards so that all guests receive outstanding service from the spa team, from the moment they arrive at the spa.
3. To have financial and operational accountability for all activities under his/her control.
4. To provide regular health spa revenue, expenditure and staff schedule forecasts for use by the Health and Fitness Manager, for monitoring and budgeting purposes.
5. Stock check supplies and ensure adequate stock levels are maintained.
6. Place orders for professional and retail products, ensuring budgets and margins are monitored.
7. Maintain an awareness of new products on the market, ensuring there is up to date information about pricing, product and treatment innovations.
8. Develop and implement the required health spa SOP's, identifying and taking action on problem areas, when necessary and advising Health and Fitness Manager as required.
9. Ensure that all customer complaints/comments/compliments are managed in accordance with procedures.
10. Establish and maintain systematic reviews of the health spa programme, pricing, and promotional performance, ensuring that all opportunities for income generation and/or production cost reduction are reported to the Health and Fitness Manager and acted upon.
11. Contribute to marketing and PR activity for the business, to ensure that revenue is maximised.
12. Organisation and monitoring of all aspects of staffing within the health spa facilities, to include staffing levels, schedules, cover, holidays, absenteeism.
13. To ensure weekly facility site inspections are conducted of the health spa facilities highlighting Health & Safety and cleaning issues that require attention and a list of actions (prioritised) required ensuring the health spa facilities are kept to a high standard.

Main duties of the role (continued):

14. Planning services including food and beverage service and activities and any special requirements for events.
15. Establish and maintain a professional business relationship with all vendors.
16. Maintain thorough knowledge of competitors, including location, product offering, pricing and promotions, and sales techniques.
17. Ensure team members have current knowledge of spa products and treatment, facilities, events, pricing and policies.
18. To organise external staff training in line with the development of health spa programs and budgets.
19. Ability to analyse and interpret the needs of clients and offer appropriate options, solutions and resolutions.
20. To hold regular meetings with spa staff.
21. To hold annual progress reviews with all therapists, attendants and receptionists
22. To provide weekly and monthly analysis of the health spa facilities statistics relating to key performance indicators.
23. Attend regular meetings with the Health and Fitness Manager to report on all areas within the health spa facilities/program and develop future initiatives.
24. To work with the Health and Fitness Manager in the development of annual budgets and ensure through regular monitoring that the designated areas are working within budget.
25. To work with the Health and Fitness Manager to develop, implement and maintain Health & Safety policies within the health spa facilities.
26. To attend training/refresher courses as appropriate to maintain qualifications and standards of good practice and organise as is necessary for therapists to ensure that their qualifications are kept up-to-date.
27. To be responsible for mentoring, counselling, supporting, advising, coaching and the development of staff.
28. To ensure that all health spa staff projects a professional, friendly and presentable image at all times.
29. To maintain all relevant administrative records and reports.
30. To deal with staff issues such as disciplinary and grievance casework, chairing meetings as required.

This job description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

Date: September 2018

Person Specification

Essential

Desirable

Personal attributes

- Adaptable and approachable.
- High levels of self-motivation and organisation.
- Outwardly enthusiastic and confident.
- Flexible approach to work and working hours.
- Be able to motivate and manage a team effectively.

Knowledge and Experience

- | | |
|---|---|
| <ul style="list-style-type: none"> • At least two years' experience within a supervisory / head therapist or other management role • Budgeting and revenue management • Managing customer service and dealing with customer complaints • Experience of providing a high standard of service to guests, ideally in a hospitality setting • Knowledge of Data Protection Regulations. • Knowledge of all treatment procedures and products and be able to adapt treatments to a client's needs. • Strong business acumen | <ul style="list-style-type: none"> • Ability to develop and implement marketing plans • Knowledge of trends in the current market. • Wide range of training methods and principles |
|---|---|

Qualifications

- | | |
|--|---|
| <ul style="list-style-type: none"> • Level 2 and 3 NVQ or equivalent Beauty Therapy | <ul style="list-style-type: none"> • Management / Business qualification or training |
|--|---|

Special skills

- Ability to work on own initiative and as part of a team.
- Ability to work efficiently under pressure to meet deadlines.
- Maintain confidentiality.
- Report writing skills.
- Problem solving skills.
- Customer care skills.
- Time management skills.
- People management skills
- Ability to produce easy to use databases and filing systems.
- Establish key relationships swiftly and appropriately.
- Team orientated approach, able to work across organisation boundaries and demonstrate interest and be supportive of the work of colleagues
- Knowledge of health and safety requirements
- IT skills, including the use of Microsoft office packages

Circumstances

- Ability to work unsociable hours including evenings, weekends and bank holidays.