

Spa Manager

The Falls Spa
Lodore Falls Hotel
Borrowdale,
Keswick.
CA12 5UX

Salary: From £30k

Contract type: F/T 40 hours

JOB SPECIFICATION

Reporting to: Hotel General Manager

Direct reports: Head Receptionist, Head Therapist and Spa Reservation Co-ordinator

Working relationships: Group Directors and Hotel Management Team

Overall Purpose of Job: Delivering a high quality spa experience for hotel guests and day-spa visitors which is commensurate with the exceptional new spa facility and overall investment.

Steering both the financial, and team performance, to the highest levels and demonstrating strong leadership to shape the future of the business.

Demonstrating a knowledge of "wellness" treatments and the benefits of spa use to become an ambassador for the spa brand.

MAIN DUTIES AND RESPONSIBILITIES

* Planning

- Establish standards and procedures in line with the highest quality of spa experience
- Co-ordinate spa training programmes to ensure standards are delivered
- Ensure recruitment process works to secure and retain appropriate quality of team members
- Implement feedback mechanisms for day-spa day and treatments and incorporate into a plan of action

* Business

- Collaborate with sales and marketing team to ensure a twelve-month plan is created and delivers to budget on both income and outlay
- Develop a retail sales strategy through gifting, merchandising and treatment home-care
- Manage all related costs in line with budget and ensure margins are protected with detailed stock management standards
- Create a series of regular promotional events and activities to engage both spa visitors and local press with new products and experiences

* Financial

- Manage departmental spend in line with budget
- Set financial targets, backed up by plan on how these will be achieved
- Produce monthly reports highlighting performance in all areas including previously agreed spa KPI's
- Ensure all supplier contracts are regularly reviewed

* Communication

- To establish two-way communication with senior management and spa team to raise awareness of all activities, opportunities and challenges
- Carry out regular job reviews with direct reports, setting objectives in line with business strategy
- Ensuring all actions affecting performance are followed up and co-ordinated accordingly
- Regularly review website content and collateral

ESSENTIAL SKILLS & EXPERIENCE

- * Minimum 3 years of work experience in a management, or assistant management, position within the spa industry
- * NVQ 3 Beauty Therapy, or equivalent, and practical experience
- * Business development – ability to identify commercial opportunities and convert them to revenue enhancing strategies
- * Relationship building – ability to forge new relationships and solidify existing ones
- * Excellent communication: verbal, non-verbal & written
- * Computer skills – self-sufficient in MS Office suite

DESIRED SKILLS & EXPERIENCE

- * Retail – track record in managing spa retail to successful outcome
- * Wellness enthusiast– ability to drive wellness strategies for team members and spa users to reflect the vision of the business

PERSONAL CHARACTERISTICS

- * Excellent personal presentation
- * A great communicator
- * High degree of organisation, prioritisation and time management
- * Self-motivated, enthusiastic
- * Flexible approach to work
- * A genuine commitment to excellence in customer service

To apply please click on 'apply now' outlining why you feel you would be a good choice for the role including your CV together with two references.