

JOB DESCRIPTION

Post: Salon Receptionist

Responsible To: Deputy Head of Department

Summary of Post: Reception duties within the curriculum area and to support and assist with the delivery of the curriculum

Specific Duties:

1. To assist salon clients, in making appointments over the telephone via email and social media channels.
2. To take responsibility for the financial duties such as taking payments, cashing up the till, and end of day financial reporting to the Head of Department.
3. To develop and maintain appropriate records for stocktaking, reception duties and maintenance of the equipment and environment.
4. To take overall responsibility for financial administration with stock ordering and to maintain the receipt of takings and adhere to College financial regulations.
5. To maintain the highest level of client services at all times, ensuring all students are trained to the highest standard of customer service
6. Such other duties as may be required from time to time by the College, that are within the level and responsibilities appropriate to the grade of the post.
7. To update the first aid book and COSHH log as required.
8. To assist with open days and promotional events during working hours and occasionally in the evenings and at weekends.
9. To train, monitor and assess students whilst on reception and contribute to portfolio building.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.

2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	PERSON SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Effective written and oral communication skills	✓	✓	6
2.	Effective organisational skills	✓	✓	4
3.	Effective teamworking skills	✓	✓	4
4.	Ability to work independently and without supervision	✓	✓	4
5.	Good administrative abilities	✓	✓	4
6.	Familiarity with the use of IT	✓	✓	4
7.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	Up to date industrial experience in hairdressing or Beauty Therapy/Spa/Complementary Therapy Reception	✓	✓	6
2.	Experience of working within an education environment	✓	✓	4
3.	Experience of assisting students, employees and clients	✓		4
4.	Working knowledge of Health and Safety	✓	✓	4
5.	Working industrial knowledge of hairdressing or Beauty Therapy Spa/Complementary Therapy Treatments	✓	✓	4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	Customer Service Qualification	✓		4
4.	A minimum of Level 2 or equivalent in Beauty Therapy/ Spa/ Complementary Therapies	✓		2

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - . It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.