

InspireAll

Job Specification

Job Title: Spa Manager (InspireAll)

Location:

Responsible To: Assistant Manager

Responsible For: All staff employed within Spas.

General Description

1. Demonstrate in an effective way the core competencies associated with the level of this post to deliver the requirements of the position.
2. Responsible to the Assistant Manager for the development of and compliance to expected operational and management standards and InspireAll's mission statement and values within areas of responsibility.
3. To be part of the facility management team.
4. To ensure compliance with all areas of Health & Safety legislation.
5. To adopt, promote and deliver all legislative requirements and good practice relating to equality and diversity in employment and service offering
6. To deliver treatments for 50% of the working week.

Mission Statement

To deliver market leading health and wellbeing services to everyone in our local community across the leisure, arts and family support sectors.

VALUES

- ✓ Actively **LISTEN** to everyone
- ✓ Continuously **IMPROVE** our service offer
- ✓ Add **VALUE** to everything and everyone
- ✓ **ENCOURAGE** everyone to reach their personal goals
- ✓ **SERVE** the local community

Specific Duties

Customer Service

1. Maintain good relationships with the public, and all relevant external bodies.
2. Ensure a thorough understanding of, and response to, the needs of customers.
3. Within areas of responsibility, work with the Management Team to programme, plan and organise the delivery of treatments, activities and functions in the Spa in, in line with the needs of the customer..
4. Work with the Management Team to develop and implement strategies, action plans and a performance management system to address customer needs.
5. Work with the Management Team to co-ordinate the planned maintenance minimising down time and maximising operational performance of the Spas.
6. To positively embrace an ethos of equality and diversity in employment and service provision.

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Business Objectives and Achievement of Results

1. Deliver the business plan and operational objectives as detailed in the approved centre budget.
2. Work with the Management Team to ensure effective planning, implementation and monitoring to deliver successful operational performance of services within the areas of responsibility in line with objectives, standards and targets.
3. Supply essential performance figures for the Management Team.
4. Ensure compliance with the InspireAll's Quality Management System.
5. To work with the Management team to support with business development opportunities, to ensure the ongoing success of the relevant facilities.
6. Promote the values, and, where appropriate, implement actions in recognition of the organisation's charitable status and its requirements contained in its memorandum and articles of association.

Teamwork

1. Be a member of, and chair, where appropriate, relevant Staff team meetings ensuring effective and positive use of time.
2. Contribute both specifically and generally to the overall management and development of the facility through the sharing of good practice and leading on any agreed issue.
3. Ensure, through adoption of relevant good practices, the development of staff and services through effective teamwork.
4. Assist generally in covering other duties to allow for the efficient and effective day to day organisation of the facilities, as and when required.
5. Ensure staff cover is maintained to agreed levels within areas of responsibility.
6. Attend staff training to gain, maintain or update appropriate job specific qualifications or competencies.
7. Adhere to InspireAll's positive attendance at work culture.

Communication

1. To maintain an active and effective dialogue with customers, staff, senior management and working partners.
2. Work with the Management Team to take appropriate action in response to Customer Comments and feedback and respond within agreed timescales.
3. To effectively use all forms of communication to support the responsibilities of the position.
4. Participate in facility related meetings with associated partners as required.

Health and Safety

1. Work with the Management Team to ensure full compliance with all relevant legislation and best practice relating to health and safety issues.
2. Ensure all staff within areas of responsibility are fully aware of their responsibilities, have the necessary and training to undertake their respective duties and maintain a safe environment at all times.
3. Contribute to the planned preventative maintenance schedule within areas of responsibility that ensures compliance with contractual and legal requirements as well as generating excellent customer experiences.
4. Liaise with external advisors and InspireAll's Health and Safety Support Manager as and when required

Leadership and Developing Others

1. Working with the Management Team to implement of good management practices.
2. Supporting with the recruitment, induction, development, and line-management of relevant staff and assessing performance against key performance indicators.
3. Undertake annual appraisals and job chats as necessary.
4. Develop and nurture a culture that encourages staff to deliver on the business and charitable need of the organisation in line with its mission and values.
5. Ensure all staff receive opportunities for continuous professional development in compliance with relevant policies and budgets.
6. Through effective leadership, lead by example and set appropriate and required standards of behaviour.

Problem Solving

1. Manage the performance of all staff in area of responsibility, with help from the Management Team.
2. Deal effectively with issues arising from customers, staff and partners in a timely and appropriate way seeking advice and support as necessary.

Performance Criteria

The performance criteria identified below are those considered critical to the success of the post of Spa Manager. The performance criteria will be reviewed annually as part of the InspireAll's Personal Development Reviews.

1. Work with the Management Team to develop and manage an innovative programme, to maximise profit whilst delivering a high standard of service.
2. Be responsible for the operation of the Spa, carrying out key duties to ensure its safe and efficient operation.
3. In liaison with the Management Team, devise, implement and manage a strategy for new customers and continued customer retention.
4. Monitor and maintain retail and professional stock levels for the Spa (in house and online).
5. Be responsible for setting monthly team targets, in liaison with the Management Team, monitoring relevant income levels against targets. Reporting and taking correct action where required.
6. Initiate, manage and develop a programme of outreach activities to market the facilities and services and to generate leads. Supporting and training the team as required.
7. Ensure staff maximise opportunities to up-sell to existing and new customers including treatments, retail, memberships, swimming lessons and additional activities.
8. To plan, implement and review performance as required by the Management Team.
9. To manage the daily operation of the facilities including the Thermal Spa, in order to comply with the Health and Safety at Work Act, and to ensure the facility operational procedures are adhered to.
10. To work with the management team to ensure optimal utilisation of customer bookings.

Special Features

1. The ability to be flexible, given the nature of the job, to be able to cope effectively with a pressurised work schedule and demanding budget targets.
2. To manage time and tasks effectively to deliver treatments for 50% of the working week.

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3. Flexible in working arrangements / hours to suit demands of the position and delivery of the contract obligations of InspireAll.

Personal Specification for Department Manager with lead responsibility for the Spa

Skills, Knowledge and Experience

Essential:

Essential criteria are critical to the post and must be obtained within 6 months' of employment, or a training plan agreed prior to appointment. Once achieved, the qualifications will be maintained throughout employment with InspireAll. Failure to sustain job specific criteria will result in appropriate action.

1. Educated and qualified to at least NVQ level 3 or equivalent in a Spa/Beauty qualification.
2. Minimum of 1 year of Management experience, within a Spa/Beauty environment.
3. Good organisational ability, outgoing personality with good communication skills and able to deal with people at all levels.
4. To have a good working knowledge of the major computer applications.
5. Be prepared to work hours as required in the interest of the business.
6. Experience in link selling and upselling retail products

Desirable:

7. Additional industry specific qualifications
8. Experience of financially managing and growing a business
9. Experience in the use of the Spa software 'Phorest'

Complexity and Creativity

1. The work includes finding solutions to problems of an operational nature, including systems, personnel and managing the interface with the public.
2. The Spa Manager will be expected to apply creative thinking to deliver results.
3. There will be a need to ascertain and interpret customer demands and to translate those into a customer-led experience.

Judgements and Decisions

1. In conjunction with the Management Team, setting of business and financial targets and objectives for those of staff employed within the Spa.
2. To work with the Management Team for all financial and operational aspects and for compliance with operational standards and InspireAll's Business Plan within areas of responsibility.

Contacts:

Internal – 50% External – 50%

Method:

Face to face, by telephone or in writing. The Spa Manager will be required to attend or convene meetings/take training sessions/appraisals of relevant staff relating to own experience and qualifications.

Internal:

Management Team;
Regional Manager

Regular liaison to meet agreed performance criteria, co-ordinating facility requirements in all aspects of health and safety, quality and financial

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Sales Director and
Corporate Marketing
Team

performance.

Regular sales and marketing reviews with the Management team, including the Corporate Marketing Team and InspireAll's Sales Director to agree quarterly promotional planner

Management Teams
and Staff

Close monitoring, planning and discussion of operational, human resource requirements, policy matters and training. Ensure clear understanding of tasks, hours of work and arrange staff meetings. Daily liaison, co-ordinating facility requirements, and ensuring clear understanding and completion of tasks. Taking staff meetings with relevant staff

External:

Facility Customers:

Deliver a range of Treatments in person depending on experience and qualifications.

Deal with telephone, written and personal enquiries and complaints.

Suppliers/Contractors:

Regularly meet with approved product supplier and Spa stock taker.

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Other Factors affecting the post of Department Manager

1.	Hours of Work:	39 hours per week, as and when required although hours in excess of 39 might be required to meet the needs of the job.												
2.	Grade:	5												
3.	Salary:	£30,000.00												
4.	Notice Period:	As detailed in the Statement of Particulars												
5.	Holiday Entitlement:	<p>Annual leave entitlement is based on service and the below is for full time equivalent (FTE) employees (39 hours per week), working a five-day week, on an even working pattern and employed for the full year. Annual leave will be pro rata for all other staff.</p> <p>The annual leave entitlement includes the 8 bank holidays at present legislated for each calendar year. All staff are required to deduct bank holidays not worked from their annual leave entitlement. Other days may become mandatory for operational reasons or company / department closures days.</p> <p>InspireAll's annual leave year runs January to December and entitlement at present is:</p> <table><tr><td>On commencement with IA</td><td>29 days</td></tr><tr><td>After 1 year continuous service with IA</td><td>30 days</td></tr><tr><td>After 2 years continuous service with IA</td><td>31 days</td></tr><tr><td>After 3 years continuous service with IA</td><td>32 days</td></tr><tr><td>After 4 years continuous service with IA</td><td>33 days</td></tr><tr><td>After 5 years continuous service with IA</td><td>34 days</td></tr></table>	On commencement with IA	29 days	After 1 year continuous service with IA	30 days	After 2 years continuous service with IA	31 days	After 3 years continuous service with IA	32 days	After 4 years continuous service with IA	33 days	After 5 years continuous service with IA	34 days
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After 2 years continuous service with IA	31 days													
After 3 years continuous service with IA	32 days													
After 4 years continuous service with IA	33 days													
After 5 years continuous service with IA	34 days													
6.	Pensions:	<p>Options are:</p> <p>Under the Pensions Act 2008, every UK employer must enrol certain staff into a Workplace Pension Scheme. InspireAll will automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Aviva. Qualifying employees for automatic enrolment will be joined into the Scheme following a three-month postponement period. Other staff have the right to 'Opt In' (where deemed 'non-eligible worker') or to 'Join' (where deemed 'entitled worker') at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (gross earnings between £6,240 and £50,270 per annum, inclusive of a 1% HMRC contribution) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf.</p> <p>Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of auto-enrolment, any contribution deducted from salary will be refunded.</p> <p>(ii) The purchase of a personal pension.</p>												
7.	Location:	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	The Rehabilitation of Offenders Act 1974:	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	Other Duties:	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
10.	Leisure Benefits:	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												