



CITY AND ISLINGTON
COLLEGE

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JOB DESCRIPTION

A. TITLE OF POST: Hairdressing and Beauty Salon Manager

RESPONSIBLE TO: Head of School

GRADE: Business Support

SALARY: £32,454 per annum

B. PURPOSE OF THE JOB

- To manage the functions of the hair and beauty salons including retail, a full-service salons and supervising and assessing students, and carrying out
- services/treatments
- To provide leadership and resources to staff and students to help them increase their clientele and the business
- To meet income targets set by the College for the salons

C. MAIN DUTIES AND RESPONSIBILITIES

- To manage, motivate and train the teams of hair and beauty stylist/therapist students working in the salons
- Thorough staff/student supervision to ensure that salon protocols are followed (client consultation/contra-indications, skin patch tests, client record cards, disclaimers, salon and services risk assessments etc.)
- To liaise with the curriculum leader and relevant tutors to ensure suitable students are placed in the salons
- To work with tutors to plan and record student assessments
- To manage client appointments
- To keep up with the demand of clients
- To provide services as and when required
- To set target for the hair stylist and beauty therapists

- To sell hair and beauty products and treatments
- To drive turnover and profits
- To resolve client's complaints or issues
- To manage and forecast rolling and retail stock levels
- To organise promotion and marketing campaigns
- To ensure high standards of hygiene, cleanliness within the salons
- To ensure that KPIs/targets are met

D. EXPECTATIONS OF THE POST HOLDER

- Ensure that the college policy for equality of opportunity is adhered to and promoted in all aspects of the post holder's work.
- Ensure effective quality and financial controls and continuous improvement in all aspects of the work and responsibilities attached to this post, in keeping with the college's quality assurance procedures and systems
- Be committed to professional self-development, through participation in in-service training as necessary for the successful carrying out of the job. To comply with and promote College Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.
- Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the college.
- To comply with and promote College Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.

N.B. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

E. PERSON SPECIFICATION

Qualifications and Experience

- Level 3 or above Hairdressing and Beauty qualifications
- Level 3 Certificate in Assessing Vocational Achievement (A1 Award)
- Successful experience as an Assistant Manager or Manager within the hair and beauty environment

Knowledge and Understanding

- Excellent knowledge of the hairdressing and beauty therapy industry and an up to date skill set when it comes to performing treatments/services
- An up to date and thorough knowledge of current health and safety in the workplace regulations
- Knowledge of the vocational curriculum in FE and of recent curriculum and pedagogic developments in Hairdressing and Beauty Therapy
- Knowledge and understanding of NVQ assessment and accreditation requirements
- An understanding of performance indicators as they relate to the business (marketing, customer satisfaction, sales,)
- An understanding and commitment to equality of opportunity and inclusive learning in the FE context (including a willingness to adhere to the College's equal opportunities policy)

Skills and Abilities

- Ability to work a flexible schedule, including evenings and weekends
- The Ability to work as part of team with the lectures and technicians within the hair and beauty department
- Ability to provide exceptional customer service, understanding the customer's needs, providing quality consultations and performing services requested in a competent, efficient and professional manner
- Ability to perform administrative tasks such as completing schedules and transactions on the computerized register, performing close-out procedures and light housekeeping duties
- Ability to resolve any customer issues/complaints with tact and diplomacy
- Ability to effectively creating a positive work environment, training and providing guidance to students
- Ability to listen to others empathetically with the ability to tailor their communication style and message appropriately based on audience needs and desired outcomes

- Ability to use your initiative when undertaking decision making
- Exemplary organisational skills including timekeeping and keeping records
- Ability to keep a cool and level head when faced with working under pressure and being able to deal with problems which may arise on a day to day basis in a stress free and calm manor
- Team leadership qualities i.e. being a good motivational speaker and example setter to the rest of your staff during team meetings and one to one discussions
- Ability to remain fair and professional at all times
- Ability to carry out “In Salon” risk assessments
- Excellent cash handing skills
- Willingness to work flexible hours
- Have exceptional customer care skills

When you are writing your supporting statement please make sure that you cover all the points in the Person Specification using each criterion as a separate heading.

Please return by post to: Personnel, 383 Holloway Rd, London, N7 0RN or you can email it to: jobs@candi.ac.uk