



KENWICK PARK ESTATE

DEPUTY SPA MANAGER

Location: Kenwick Park Hotel, Lincolnshire LN11 8NR

Kenwick Park Estate incorporates luxury lodges, holiday homes and a unique country house hotel with leisure club, that combines a traditional feel with modern facilities. All set amongst our stunning woodland area. The leisure facilities welcome members as well as day guests, with a wide range of packages and treatments on offer.

Job summary

As the Deputy Spa Manager you will be responsible for overseeing the daily operational duties and performance of the beauty therapists as well as ensuring that customers receive an excellent quality of service.

Main duties and responsibilities

- People management including recruitment, retention, training and development with the Spa Manager.
- An understanding of sales and budgets are met including rotas and holiday management.
- Health & Safety responsibility, accident management, compliance reporting.
- Spa training of treatments and procedures.
- Deliver treatments to a high standard.
- Monitoring treatment standards provided by colleagues and performing ongoing training when required.
- With the Spa Manager assist in achieving agreed targets regarding Key Performance Indicators are achieved.
- Ensure all spa and beauty bookings are made in the most effective and productive manner, maximising treatment opportunities.
- Chase bookings and ensure that the diary is maximised with little white space.
- Ensure that the spa and other beauty outlets are presented in excellent visual presentation.
- Display excellent customer service and awareness at all times.
- Assist in creating and managing packages.
- Ensure the management of customer spa complaints and queries are dealt with in a timely and professional manner.
- Demonstrate an excellent, overall knowledge of beauty products to advise our guests. Ideally Elemis trained but not essential.
- Deputise for the Spa Manager.

Key Skills and Experience

- Essential: leadership and personal presence, able to demonstrate focus, energy and tenacity in the pursuit of results.
- Self-motivated and able to motivate, influence and inspire others.
- Desirable: Experience of managing a similar size spa operation
- Desirable: Previous training experience.

Reports To

Spa Manager

This job description is not exhaustive and can be altered and added to by the discretion of the senior management. Should this happen the post holder will be informed of any such amendments.

It is agreed that the above is a brief and concise job description for the role of Deputy Spa Manager.

Signature
(Employee)

Print Name

Date