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###### Job Description

###### Salon Sales Co-ordinator

Title of Post: Salon Sales Co-ordinator

Grade: Scale 5

Hours: 18 hours per week, 39 weeks per year – Wednesday half day, full days Thursdays and Fridays

Location: Hayes Campus

Reporting to: Head of School – Hair, Beauty and Hospitality and Early Years

# MAIN SCOPE OF POST:

The postholder will be responsible for providing a Reception service for Hair and Beauty Department at the Hayes Campus, ensuring an excellent level of customer service, seeking and promoting future sales opportunities and co-ordinating an efficient booking system.

**DUTIES:**

1. Ensure excellent levels of customer service are provided at all times.
2. Maintain the cleanliness and functionality of the reception area.
3. Liaise with the Section Managers and HoS to ensure client booking arrangements meet the needs of the salons and provide efficient booking systems.
4. Ensure treatments are advertised to support student achievement and are in conjunction with the Scheme of Work.
5. Ensure high levels of accuracy of booked appointments.
6. Have responsibility for the replenishment of current retail products and ensure the displays meet industry standards.
7. Have responsibility for meeting the set salon income targets.
8. Have responsibility for daily recording of the salon takings and banking, liaising with finance to ensure accuracy and security of income.
9. Produce a weekly report for the Head of School on weekly income and client numbers.
10. Regularly review and increase and increase the income based on a % base line.
11. Ensure salon income is in line with the salon expenditure.
12. Implement and maintain client database to establish and increase service awareness and raise salon income.
13. Gather and analyse client feedback, to maintain high levels of standards in the salons and promote repeat business.
14. Identify and proactively maximise marketing opportunities to increase service awareness and raise salon income.
15. Continually create and maintain links with community groups to provide successful ‘pamper day’ events.
16. Liaise with Section Managers to ensure the salon offer is reflective of industry and awarding body standards.
17. Have responsibility for leading on the design and regular replenishment of high quality marketing materials including salon pricelists.
18. Liaise with tutors to provide student access to reception duties to support their programme of study.
19. Carry out some student assessments for their Reception unit as required.
20. Provide cover across the Hair and Beauty Department at certain times, particularly during staff holidays and other periods of absence.

**OTHER DUTIES:**

1. To take an active part in the appraisal and mentoring processes.
2. To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.
3. To comply with an actively promote the College’s Equal Opportunities Policy.
4. Participate in and contribute to the College’s in-service and training activities.
5. To participate in enrolment duties, when necessary.
6. Any other duties commensurate with the level of responsibility of the post as required by the line manager

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| **Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

**Salon Sales Co-ordinator - Person Specification**

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|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Good standard of education (GCSE level or equivalent) | **✓** |  | AF/IV |
| Assessor awards or willing to achieve | **✓** |  | AF/IV |
| Knowledge, Skills and Experience |  |  |  |
| * Experience of working in a busy, customer-focused reception/front of house role | **✓** |  | AF/IV |
| * Experience of working in a Salon or in the Hair/Beauty industry |  | **✓** | AF/IV |
| * Excellent interpersonal and communication skills, and an ability to explain information in an articulate manner | **✓** |  | AF/IV/T |
| * Excellent customer service skills | **✓** |  | AF/IV |
| * Experience of dealing with a wide range of people from different backgrounds | **✓** |  | AF/IV |
| * Experience of taking a proactive approach to meeting targets | **✓** |  | AF/IV |
| * Confident telephone manner | **✓** |  | AF/IV |
| * Flexibility and initiative to plan and promote new events when required | **✓** |  |  |
| * Good organisational skills and ability to prioritise workload effectively | **✓** |  | AF/IV |
| * Administrative experience and good IT skills, including the use of Excel | **✓** |  | AF/IV |
| * Ability to remain calm and effective even under stressful circumstances | **✓** |  | AF/IV |
| * Awareness of the importance of Equality and Diversity and Safeguarding in an education environment | **✓** |  | AF/IV |
| * Good literacy and numeracy skills | **✓** |  | AF/T |
| * Interest in Hair/Beauty | **✓** |  | AF/IV |
| * Experience of working with budgets |  | **✓** | AF/IV |
| * Experience of working with 16-19 age group |  | **✓** | AF/IV |
| * Experience of working in an education setting |  | **✓** | AF/IV |
| **Competencies**  *Support staff should be able to demonstrate competency in the following areas:*  Communication; Planning and Organising  Working Together; Customer Services  Adaptability/Flexibility | **✓** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Skills test at interview stage)

Cert = Certificates checked on induction