

Motive8 Health and Fitness Solutions

Job Description Form

Department: Gym & Spa

Location: Various

Job title: Group Spa Therapist

Reports to:
Title: Operations Manager

Overview of The Leisure Facility

Motive8 manage a number of luxury gyms and spas across London. All sites consist of a gym, studio, swimming pool, sauna, steam room and a treatment room. Other facilities such as golf simulators, cinema rooms and snooker rooms vary from site to site.

All developments are exceptional and service expectations are of the highest level. This role is customer facing and it is essential for all staff to meet these expectations at all times.

There will be other members of staff on site at the same time delivering personal training sessions and gym inductions.

Essential Skills

Extensive experience in a Salon or Spa minimum 2 years
 Therapy qualification certificate NVQ Level 3 or equivalent
 Knowledge of Temple Spa products (preferred)
 First Aid qualification (preferred)
 Experience of stock control (preferred)

Desirable Skills

Knowledge of Temple Spa products (however extensive training will be provided)
 First Aid qualification (training will be given)
 Experience of stock control

Competencies

Aptitude for learning and ability to incorporate new skills into project work if required.
 High level of interpersonal skills.
 Innovative, creative and imaginative approach to problem management.
 Adaptable with the ability to work under pressure.

Security Responsibilities

Compliance to security policies and other company related policies & procedures are an integral part of employment with motive8 Ltd.

Ensuring data protection is maintained and information is made available on a need to know basis.

Active involvement in the prevention of unauthorised access and damage to information.

Report security weaknesses and incidents to the Estate Management and your line manager in a timely manner.

Responsibility:

Key roles:

General

- Delivery of a range of spa treatments and massage
- Managing all bookings of treatments across all of motive8's manned facilities.
- Be warm, friendly and helpful to all residents using the facility
- Answer the phone correctly and be efficient and accurate in making appointments
- Take payment from residents for treatments etc

	<ul style="list-style-type: none">• Deal with complaints or situations that may arise immediately and escalate to motive8 management where appropriate.• Recognise and act upon feedback from residents/staff on how to better our services• Look to build the treatment side of the business through pro-active marketing and excellent delivery of treatments.• Development opportunities include the potential for recruitment and management of other spa therapists dependant on the growth of the business.
<p>Reviewed by: Rob Clarke Title: Operations Manager</p>	
<p>Date posted: N/A Date employed: N/A</p>	