



Spa Manager

Position Description

Reports to	Business Development Manager
Direct Reports	Spa Team
Stakeholders	Spa Team Members, Business Development Manager, Operations Coordinator, Accounts Administrator, Payroll Coordinator, People & Culture Business Partner, Education Manager, Clients, Suppliers

endota's Core Values and Culture

As a world-leader in wellness, it is vital to us that our values form the guiding principles of our conduct. endota believes that the way we behave and how we treat our teams should not be any different to how we serve our clients – with respect, care, and empathy. We strive to be a brand that is instantly recognised for our core values:



Purpose of Role

The Spa Manager is accountable for the overall operational, financial and team management function in line with endota values, company policies and procedures.

Performance

Capability Framework

Operational Expertise	• Plans and arranges work so that priority activities are completed first. • Sets goals and measurements consistent with required objectives and adapts plans to changing environment. • Effectively balances multiple and sometimes conflicting demands. • Makes efficient use of time and resources. • Adheres to Health & Safety requirements.
Customer/Stakeholder Orientation	• Has a passion for pleasing the Customer (both internal & external). • Takes the time to understand customer needs. • Presents a positive customer experience. • Builds strong working relationships with stakeholders based on trust.
Collaboration & Communication	• Interpersonal style enhances effectiveness. • Demonstrates a willingness to interact with other employees to create a harmonious teamwork-oriented work environment. • Aids the progress of team projects and empowers others to achieve results. • Makes points in a clear, logical, and effective manner to hold attention and focus on key ideas. • Adjusts and structures communication in line with the knowledge and viewpoint of the audience. • Initiates two-way channels of communication and uses effective listening skills.
Technical Knowledge	• Possesses in-depth understanding as a result of experience and/or education. • Uses key skills to do the job at a high level of accomplishment. • Keeps abreast of changes within own area of expertise. • Uses skill & knowledge to support business strategies.
Financial Acumen	• Measures cost effectiveness and finds best ways to reduce and manage costs. • Manages expenses against the forecasted budget. • Manages expenses in line with company policies. • Looks for value-add opportunities when considering expenditure.

Key Responsibilities

Responsibility	Key Tasks/Outcomes
Team Management and Leadership	• Manage recruitment and onboarding for spa teams. • Create an optimal working environment where you lead and develop an engaged and high performing spa team. • Manage training of therapists in line with company policy. • Ensure all team members adhere to the code of conduct and act appropriately in spa. • Communicate clearly and regularly with your team. • Address any performance or behaviour issues promptly and professionally.
Customer experience	• Delivery of an exceptional level of customer service that embodies the endota values. • Management of client satisfaction and feedback.
Financial Performance	• Achieve budgeted sales, profit, and KPI targets. • Manage daily, weekly, and monthly budgets and KPIs; reforecasting daily targets. • Review monthly P&L, Payroll Reports and KPI performance and plan actions/coaching to address areas for improvement.
Operations	• Manage client bookings and appointment book optimization. • Manage optimal rostering of spa team members to meet booking requirements and control wages to budget. • Manage inventory including stocktake, stock usage and purchasing in line with budget and spa policy. • Maintain controllable costs in line with budget. • Perform daily, weekly and month reconciliation in line with policy o complete banking in line with endota procedures. • Manage and approve timesheets daily.
Spa Presentation & Maintenance	• Maintain spa presentation standards, cleanliness and manage spa laundry requirements.
Company Policies and Procedures	• Ensure all duties are carried out in line with endota company values, confidentiality requirements and endota policies & procedures. • Ensure all team members adhere to the code of conduct and act appropriately in spa. • Ensure workplace and safety is managed in accordance with endota policies and procedures as outlined in the endota Isle Operations manual. • Ensure Master Safety Data Sheets (MSDS) are printed, filed and available to staff. Use of MSDS to form part of all new staff inductions.
Safety, Health & Wellbeing Ensure compliance and promotion of all occupational health and safety policies and procedures to ensure the safety, health and wellbeing of employees and visitors.	• Demonstrates and drives safe behaviours by giving clear direction, setting, and enforcing standards and delivering a consistent message. • Implement and follow safe systems of work and ensure team members do the same. • Promote care for the safety and health of self and team members.

Brand Ambassador Reflect behaviours and present self with professionalism and in line with endota values.	• Build trust, credibility, and brand identity in the marketplace and with all endota stakeholders. • Be responsible and accountable for understanding all policies, procedures and systems required as part of our role and keeping abreast of process updates.
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Key Selection Criteria – Skills, Experience & Personal Attributes

- A relevant tertiary qualification in either a business or beauty/spa related field would be highly regarded.
- Previous spa management experience.
- Demonstrated ability to manage and lead a high performing team.
- Strong written and verbal communication skills with the ability to communicate at all Levels.
- Proven track record of maximizing revenue and managing costs to achieve KPI and profit targets.
- Highly developed organisational skills including the ability to manage own time and that of the team.
- Ability to manage multiple tasks and conflicting deadlines in a timely and efficient Manner.
- Proficient IT skills (Microsoft Word, Outlook, and Excel) and previous experience using an electronic booking system (ideally Zenoti) and Time & Attendance system.
- Openness to feedback, coaching and development.

I confirm that I have read the information of this position description in full and acknowledge the duties and responsibilities outlined as part of my employment.

Team Member Name: _____ Signature: _____