

Spa Training Manager

Position Description

Reports to	Spa Manager
Direct Reports	No direct reports
Stakeholders	Spa Manager, Spa Team Members, Education Team, 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 Training manager is a dual training/therapist role with the main purpose of managing therapist training and treatment compliance, which includes:

- performing endota spa treatments
- providing skin consultations
- providing treatment and product recommendations, and

ensuring that the endota therapists are competent and engaged to deliver service excellence and meet retail requirements.

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 find 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
Customer Service	Ensure the spa team is at a consistent level of competency when delivering the endota sequences, methods, and product knowledge, whilst maintaining the highest level of professionalism.
Therapist Training & Development	- Provide in-depth knowledge of all endota spa products and services, allowing the spa team to be able to cross sell other treatments and care plans for clients. - Develop and execute a Monthly training plan for the Spa team in conjunction with the Spa Manager, BDM, and endota Educator. - Prepares all training sessions in advance and ensures that training systems are followed. - Works together with the spa manager monthly to complete and set goals for the Spa performance tracker, including wage costing for the month. - Undertake training needs analysis for team members in partnership with the BDM, Education team and Spa Manager, providing balanced feedback when required. - Track therapist performance against set KPIs and provide support to the therapist as needed.
Compliance	- Lead and manage training compliance within the spa ensuring all training records are accurate and up to date in Malachite. - Promote therapist adherence to the therapist Code of Conduct and structure training plan for new therapists to complete the required training within 100 days of joining the business. - Be responsible and accountable for understanding all endota workplace policies, procedures, and systems.
Spa Presentation & Maintenance	Maintain spa presentation standards, cleanliness and manage laundry as needed.
Professional Development	- Attend all workshops that are available. - Maintain a 100% completion rate on malachite.
Safety, Health & Wellbeing	- Takes all reasonable care for own workplace health and safety and the health and safety others. - Ensure compliance and promotion of all occupational health and safety policies and procedures to ensure the safety, health and wellbeing of both team members, clients and visitors to the spa.
Brand Ambassador	- Build trust, credibility, and brand identity in the marketplace and with all endota stakeholders. - Reflect behaviours in line with endota values and present oneself with professionalism.

Key Selection Criteria

Education / Qualification:

- Diploma of Beauty Therapy

Skills, Experience and Personal Attributes

- The Spa Training Manager should demonstrate the following skills and/or experience:
- Practical experience in the training and delivery of wellness treatments (sequences, methods and treatments) in a spa setting
- Clear written and verbal communication skills with the ability to communicate at all levels and vary delivery method to suit the audience
- Ability to motivate and lead teams to best performance
- Proven ability to reach and maintain own retail and service KPI's
- Proficient IT skills, previous experience using a computerised booking system (ideally zenoti). Experience using Zoom, Teams and Microsoft Office preferred.
- Previous retail sales experience with a demonstrated ability to promote services, confidently prescribe products and re-book clients advantageous

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: _____