



Assistant Spa Manager

Position Description

Reports to	Spa Manager
Direct Reports	No direct reports
Stakeholders	Spa Manager, Business Development Manager, Spa Team Members, 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 Assistant Spa Manager role supports the overall operational, financial and team management function in line with company policies and procedures, in the absence of the Spa Manager or as directed by the Spa Manager.

The role also further supports the Spa Manager on a day-to-day basis with management of team and operational performance including, but not limited to:

- Front of house function
- Back of house function
- Stock ordering and stocktake
- Daily target monitoring
- Management and approval of timesheet

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	- Lead and inspire team members to ensure they are engaged to deliver exceptional levels of customer service and meet required KPI. - Manage training of therapists in line with company policy where required. - Ensure all team members adhere to the code of conduct and act appropriately in spa. - Communicate clearly and regularly with the spa 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 including initial consultation, delivery of high-quality treatments in line with protocol, product prescriptions and rebooking. - Commit to achieving personal KPI's related to product and treatment sales and rebooking targets. - Management of client satisfaction and feedback as required.
Financial Performance	- Monitor spa financial and KPI performance as required. - Manage daily, weekly, and monthly budgets and KPIs; reforecasting daily targets as required. - Coach on strategies for the achievement of targets as agreed with the Spa Manager. - Ensure re-bookings, retail opportunities and other KPI's are maximized in line with personal and spa targets.
Operations	- Manage client bookings and appointment book optimization. - Manage optimal rostering of spa team members to meet booking requirements and control wages to budget as required. - Manage inventory including stocktake, stock usage and purchasing in line with budget and spa policy as required. - Perform daily, weekly or month reconciliation in line with policy as required. - Complete banking in line with endota procedures if required. - Manage and approve timesheets if required.
Spa Presentation & Maintenance	Maintain spa presentation standards, cleanliness and manage laundry as needed.
Professional Development	- Embrace coaching and development feedback to improve personal performance and provide feedback for management when required. - Maintain a high standard of knowledge of endota products and services through a commitment to ongoing learning and use of endota training platforms.
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.
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.

Key Selection Criteria – Skills, Experience & Personal Attributes

- A relevant tertiary qualification in either a business or beauty/spa related field would be highly regarded.
- Knowledge and prior experience of spa operations.
- Demonstrated ability to coach and develop team members.
- Experience with monitoring performance to targets.
- Customer service skills – proven ability to deliver on client care to a high standard and upgrade clients to appropriate treatments.
- Proven ability to drive retail sales.
- Strong written and verbal communication skills with the ability to communicate at all levels.
- Proficient IT skills (Microsoft Word, Outlook, and Excel) and previous experience using a computerised booking system (ideally Zenoti).
- Ability to adopt a leadership role when required and to confidently execute on direction from Spa Manager and BDM.
- Flexibility to adapt in an ever-changing environment and ability to collaborate with and motivate a team.
- 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: _____