



Remedial Massage Therapist

Position Description

Reports to	Spa Manager
Direct Reports	No direct reports
Stakeholders	Spa Manager, Assistant Spa Manager, In-Spa Trainer, Clients

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

An endota Remedial Massage Therapist is passionate about providing the highest levels of customer experience. As an endota Therapist you are responsible for making clients feel welcome and nurtured, ensuring they are treated to an immersive wellness experience.

You will actively promote and build the endota brand in all that you do by delivering excellent client care, providing high quality treatments, and prescribing appropriate skincare product solutions.

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
Customer Service	Provide the ultimate immersive wellness experience for our customers in line with the endota values. This includes initial consultation, delivery of high-quality treatments in line with protocol, product prescriptions and rebooking.
Product Knowledge	Maintain a high standard of knowledge of endota products and services through a commitment to ongoing learning and use of endota training platforms.
KPI's	Commit to achieving KPI's related to product and treatment sales and rebooking targets.
Code of Conduct Compliance	Ensure behaviour and presentation is aligned with the Therapist Code of Conduct at all times and work cohesively with other spa team members and management.
Operations	Undertake all operational duties as requested by management and in line with the endota Isle Operations Manual and Master Treatment manual.
Time Management & Planning	Manage your time and organization to ensure optimum performance and efficiency in the role respecting that everyone's time is valuable.
Brand Standards	Maintain spa presentation standards, cleanliness and manage laundry as needed.
Professional Development	Embrace coaching and development feedback from leadership to improve performance and provide feedback for management when required.
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

- Diploma in Remedial Massage Therapy.
- An appreciation of working in a values based environment.
- A high commitment to delivering exceptional customer experience.
- An understanding of professional spa operations.
- Practical experience providing a range of treatments in a spa/clinic setting.
- Retail sales experience with a demonstrated ability to promote services, confidently prescribe products and achieve a high re-booking rate highly desirable.
- Ability to work under minimal supervision either individually or in a team environment.
- Willingness to embrace feedback from customers and leadership team as an opportunity for professional development and improvement in customer service delivery.
- Experience using a computerised booking system (ideally Zenoti) advantageous.
- Understanding of the importance of teamwork and commitment to work flexibly within the team.

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: _____