



# GOODWOOD

## The Role

The **Beauty Therapist** will be part of Waterbeach team and will report to the Treatments Coordinator

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

## Our Values

### The Real Thing

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Responsible for preparing the Waterbeach for the working day and delivering exceptional customer service throughout the client journey. Responsible for greeting clients, performing a range of fabulous treatments, recommending homecare products and re-booking guests for repeat appointments. Going above and beyond to deliver a 'wow' factor to each individual should be a daily routine and our customers should feel the centre of your attention from the moment they pick up the phone to book a treatment to the time they leave.

## Key responsibilities

- To perform treatments to a high standard according to product house or salon training protocols
- To demonstrate excellent time management within appointments
- To manage the therapist diary, maximizing revenue earning potential
- To recommend homecare regimes and products to all clients
- To report any contraindications presented in a consultation to a senior team member and offer alternative therapies as appropriate
- To build and maintain good relationships with colleagues and clients, ensuring that people feel at ease in the Waterbeach surroundings
- To ensure your working environment is clean, presentable, organised and hygienically maintained at all times

- To work as part of a team to meet designated KPIs and budgets
- To work towards targets set by the Treatments Coordinator in terms of retail sales and booking volumes
- Undertake cash handling duties
- To demonstrate an awareness of Health & Safety and report any hazards, security risks or snagging as soon as possible
- To be knowledgeable about the facilities, products, marketing and events for the Waterbeach as well as the wider estate

#### Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive
- Take responsibility for yourself
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- A sense of fun!

#### What do you need to be successful?

- NVQ Level 3 or equivalent in Beauty Therapy
- A minimum of one years’ experience in the industry working in either a salon or spa environment
- Experience of working to retail targets
- Ability to create and maintain relationships to encourage repeat clients
- Product house training from Jessica, Elemis or Elemental Herbology is desirable but full training will be provided
- Proficient in the use of IT software including Microsoft Office
- A good level of spoken and written English is an essential requirement
- A flexible approach to working hours is essential as the role will include evenings and weekends

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	1