



# GOODWOOD

## The Role

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

## 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

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

### Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

### Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

### Sheer Love of Life

We want to make everyone feel special by loving what we do.

We want to be the best place to work in the world.....

## Purpose of the role

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 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 support the reception teams as and when business needs dictate
- To ensure your working environment is clean and hygienically maintained at all times
- To work as part of a team to meet designated KPIs and budgets

### 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 a years experience in 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, Decleor, St Tropez or Elemental Herbology is desirable but full training will be provided

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

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