

Position Description

Hair Salon Manager



Position	Hair Salon Manager
Team	Social Enterprise
Classification	Hair and Beauty Industry Award 2010, Level 6
Employment Type	Full Time and Part Time permanent positions available
Hours	38 hours per week
Location	Designs for Hair, 2 Ti-Tree Crescent, Seaford
Reports to	Chief Financial Officer
Effective Date	January 2022

Primary Objective

The Salon Manager is responsible for overseeing all areas of salon operations to ensure that business performance is maximised. The Manager must have a passion for team success and should ensure that the client experience is positive .

The Salon Manager will work with the senior management team to recruit and train staff, promote the Salon's services and products, identify areas for improvement, and assess financial results and team performance.

Key Responsibilities

- Provide leadership, supervision and support to Salon staff
- Lead a high performing team which meets or exceeds Key Performance Indicators and consistently achieves customer satisfaction
- Provide high quality customer service to clients, focussing on client retention and positive feedback
- Manage day-to-day operations of the salon including opening and closing procedures, staff rostering, supervision and oversight and customer service procedures
- Undertake staff recruitment and training activities as required
- Prepare and maintain sales reports, product ordering and stock take. Liaise with the CFO on monthly results and performance
- Undertake Business Development and spearhead innovation
- Ensure the team's compliance with organisational policies and procedures
- Take responsibility for Occupational Health and Safety in the workplace in line with hair and beauty industry requirements

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Key Selection Criteria

Qualifications

Certificate 3 Qualifications in Hairdressing

Skills & Experience

Minimum 5 years' experience at similar level

Strong, demonstrated knowledge of the beauty industry and customer needs

Demonstrated experience in leading teams and high quality people management

Ability to be accountable for own and other's performance. Ability to use professional judgement and make sound business decisions

Strong and clear communication skills; proactively provides follow up as needed and can communicate sensitively and effectively

Excellent administration skills with high attention to detail and commitment to continual improvement of processes and procedures

Highly developed organisational, time management, negotiation and problem-solving skills

Solid understanding of finances including stock control, costs and budgets

Excellent relationship management skills and ability to provide high quality, professional customer service

High professional standards, strong ethics and integrity

Additional Information

- A Current Police Check and Working with Children's check is required
- A current, clean Victorian Driver's License is required