

THE  
**FIFE ARMS**

BRAEMAR

**JOB DESCRIPTION**

**SPA SUPERVISOR**

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**Role Title – How I will be known** Spa Supervisor

**Key Relationships – Who I will engage with**

- I will report directly to the Deputy General Manager (DGM).
- I will report indirectly to the General Manager (GM)
- I will be responsible for the supervision and management of the Spa Therapist Team.
- I will engage with the Spa Consultant.
- I will engage with Reception, Reservations and Sales & Marketing teams.
- I will engage with other Hotel department heads as required, importantly Housekeeping and Engineering
- I will work cohesively with the management team to achieve our shared goals.

**Purpose– What I will achieve**

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional spa experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged and hungry to participate in our ethos.

**Outcomes – What success will look like for my role**

1. The Spa Team exceeds performance targets.
2. Our guest experience is consistently exceeding their expectations.
3. The financial targets for the Hotel and the Division are achieved.
4. The Fife Arms achieves national and international recognition.

**Key Tasks - How I will achieve the outcomes**

**General**

I will take responsibility for the following within the Spa:

1. Support the attraction, recruitment and retention of an outstanding team of therapists;
2. Daily spa operations;
3. Delivery of an exceptional and memorable Fife spa guest experience;
4. Performing spa treatments as trained;
5. Support and contribute to regular training of Spa Therapists in conjunction with Spa Consultant;
6. Deliver the Spa Marketing & Sales strategy supported by the Spa Consultant;
7. Promote a proactive and dynamic approach to securing bookings and upselling;
8. Deliver outstanding therapy treatments;
9. Promote Sales of Retail Products at all key touch points with the Spa
10. Manage and drive a retail incentive program
11. Ensure effective and efficient management of all day to day activities including reporting;
12. Work closely with Reception and Reservations to ensure bookings and opportunities are effectively managed.

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### Pre-Opening

- Support the attraction, recruitment and training of the Spa Team.
- Support the development and compilation of Spa Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Support the development and implementation of Spa readiness plan for opening on time.
- Support Head of Departments Team in their activity.

### Open for Business

- Deliver all Spa treatments to the highest standards and ensure excellent guest service.
- Deliver a variety of spa services (body treatments, massages, facials and manicure/pedicure) in a safe and comfortable manner.
- Offer a 'personalised' spa experience for our guests, listening to their individual needs and requests.
- Ensure that product knowledge is well known, and that the client's time is educative, therapeutic, and relaxing.
- Be flexible and assist in operation of all spa areas as required including Reception, Spa Retail, Relaxation Lounge, Sauna and Changing Rooms.
- Maintain cleanliness, replenishment of towels and products and attention to detail in treatment room and all spa areas.
- Maintain inventory of supplies for the operations of the treatment rooms and retail
- Maintain a high standard of appearance and personal hygiene.
- Courteously interact and answer all spa and hotel related questions with guests; acknowledging and responding to relevant customer queries, needs and expectations
- Behave in a discreet and confidential manner.
- Be knowledgeable on all facilities, products, and treatments offered with in the Spa, informing the client of availability when requested.
- Be on time for appointments and thoroughly review appointments after completing each treatment.
- Suggest and promote retail products or additional service.
- Conduct regular spa meetings.
- Perform as a professional, with a friendly attitude and conduct all duties and responsibilities as required.
- Attend any necessary training courses in-house or external.
- Take care of all administrative duties – stock, staff rotas, daily spa reports.
- Comply with the Spa Budget and Management policies and practices.
- Uphold hygiene standards and follow Spa health and safety regulations.
- Ensure all spa and gym equipment is maintained to the highest standards and is in full working order.
- Ensure the effective application of Hotel Health, Safety and Security Policy.
- Lead by example, active coaching and mentoring of peers and colleagues.
- In general support the General Manager to achieve the Hotel financial target.

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**SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU**

**General - Every Team Member**

Communication Skills  
Contributing to the Community  
Coping Under Pressure  
Enthusiastic  
Interpersonal Skills  
Natural flare for hospitality  
Organisation Skills  
Ownership and proactivity for learning and development  
Personable  
Positive Mental Attitude  
Problem Solving  
Team Player  
Willingness to learn

**Specific - To the Role**

Ability to train others  
Financial Management  
Gym/Leisure Management  
Hotel / Luxury Spa  
IT Skills  
Leadership  
Sales & Marketing  
Spa Therapist with:-

- Certificates in Full Body Massage and Facials
- Manicure and Pedicure Skills
- Waxing Preferable
- Spa retail and product sales

Supervisory Skills  
Troubleshooting  
Understanding of Beauty Treatments  
Technical understanding of operating Sauna & Steam Room.

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THE PACKAGE

We want to attract and retain people who want to be part of our story and grow with us as our business grows. So, our package offer aims to offer you not only a competitive salary but a range of benefits which will support you in your own career and personal development.

Location	The Fife Arms, Mar Road, Braemar, AB35 5YN
Start Date	To be confirmed
Salary	£22,000
Pension	Up to 3% employer match
Incentive	Member of staff gratuity scheme
Holidays	29 days leave per annum (including bank holidays) Holiday purchase scheme up to a maximum of additional 5 days per annum
Accommodation	Staff Accommodation may be provided at cost of £49 per week.
Food	One meal provided per working day
flexible Working	Flexible working options to balance your career with personal needs
Personal Growth	We believe in providing our people with the opportunity to be inspired and enriched in the same way as our guests through access to community and education programmes in respect of art, culture and nature.
Learning	We want people to join us who share our passion. If you are ambitious, keen to learn we will provide opportunities for both your personal and professional development.
Activities	Braemar is in the Cairngorm National Park and is rich with activities, from fishing and stalking to walking, climbing, skiing, and kayaking. It is an area rich with history, including castle trails and Pictish stones, as well as being part of the Whisky Trail.