

## Job Description



**Job title:** Hairdresser

**Accountable to:** Front of House Manager (FoH) / Lead Hairdresser where applicable

### **MAIN RESPONSIBILITIES**

- Provide an excellent service to customers (residents, public and staff) within the salon environment.

### **SUPPORTING RESPONSIBILITIES:**

- Ensure customer's needs are identified.
- Carry out treatments in a relaxed friendly and clean environment.
- Book customer's appointments with efficient time allocated for each appointment.
- Provide consultation and advice to customers if/when required, especially with providing a colour services. Patch tests must be carried out.
- Ensure completion of customer's record cards for every Colour and Perm appointments.
- Operate cash register to receive payments from customers.
- Maintain a clean working area and sanitise tools after each customer.
- Promote and demonstrate products for retail.
- Attempt to resolve complaints/ customer feedback initially within the Salon with the support of the Front of House Manager with investigations where required
- Undertake general cleaning duties to ensure the Salon is kept to high standards.
- Ensure relevant infection prevention and control procedures are followed at all times
- Inform manager/out of hours manager of any problems that may pose a risk to health, safety and wellbeing of customers or team members

### **GENERAL**

- Maintain the confidentiality of information.
- Promote and ensure the good reputation of Belong.
- Attend and constructively contribute to meetings relevant to your role
- Be confident in knowledge to work independently, using initiative where required
- Be responsible for your own personal development and undertake relevant learning & development, keeping up to date with the latest techniques, and have a creative flare.
- Ensure that Belong is a safe place to live and work, by following safe practices and responding to emergencies as required
- Adhere to all policies and procedures
- Carry out any other tasks reasonably assigned to you

*This job description indicates the main responsibilities and duties of the post and isn't an exhaustive list.*

PERSON SPECIFICATION – Hairdresser		Essential	Desirable	Method
1	Demonstrates qualities to deliver belong vision and values appropriate to this level	✓		A/I
2	Excellent Customer Service, face-to-face communication or by telephone	✓		A/I
3	Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities	✓		A/I
4	Works independently using own initiative and ensure the customers needs are met	✓		I
5	Prioritises own work balancing risks ensuring completed to the required standard and on time	✓		I
6	To be a good listener and understand Belongs confidentiality procedures.	✓		A/I
7	Ability to undertake moving & handling of loads, e.g. delivery of stock, movement of wheelchairs	✓		A/I
8	Experience of working in/or managing a Salon e.g. must be able to undertake cutting, restyling, blow wave, perming, setting, application of colour, restyling of long or short hair.	✓		A/C
9	Must be able to use different colour techniques e.g. foils, full head or root application, semi permanent	✓		A/C
10	Experience working with older people being understanding of their needs		✓	A/I
11	Provide consultation and advice - be able to assess and understand the customers needs, but also be able to suggest alternative styles, colours from own knowledge to suit the customers complexion, face shape and other physical feature.	✓		A/I/ C
12	Recognises professional boundaries and how to minimise risks to self and others		✓	A/I
13	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights etc.	✓		A
14	Diploma/NVQ 1, 2 and 3 in Hairdressing/Barbering		✓	C
??	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights etc	✓		A/I
<b>Key: Assessment Method</b> – A= Application      C = Certificate      I = Interview      T = Test				