



1. Job title	Therapist
Service area	Economy and Culture
Service	Culture, tourism and sports
Team	Turkish Baths
Date prepared/ revised by	23/7/19
Accountable to	Duty Manager
Post directly responsible for number of employees	Direct supervision: 0 Indirect supervision: 0
2. Main purpose <i>(summarise in one paragraph)</i>	
<p>Working under the direction of the management team, delivers a broad range of massage and beauty treatments to Turkish Baths Harrogate customers.</p> <p>To plan and deliver treatment demonstrations to the general public.</p> <p>Responsible for all equipment, products, cleanliness and hygiene of all the treatment rooms.</p> <p>To provide customers with adequate retail opportunities relating to specific treatment based products and the wider retail portfolio and the achieving of individual and group sales targets.</p> <p>Responsible for maintaining high standards of customer care.</p>	
3. Key contacts	
Internal: Staff, management team	
External: Customers, product suppliers and trainers, contractors	
4. Main accountabilities	
<ul style="list-style-type: none">• Delivery of treatments	60%

<ul style="list-style-type: none"> • Retail sales and promotion • Responsibility for ensuring that all treatment rooms, equipment and products are clean, hygienic and ready to use 	<p>20%</p> <p>20%</p>
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5. Standard accountability statements

Health and safety: You are required to comply with Harrogate Borough Council’s health and safety policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by our work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the council’s health and safety policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.

Equality and diversity: the post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

Learning and personal development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

Data security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within and into and out of the authority.

6. Job activities

Main duties and responsibilities relating to accountabilities identified above
(for each accountability there should be no more than 5 activities)

6.1	<p>Delivery of treatments</p> <p>To deliver a range of massage and/or beauty treatments in a competent and highly professional manner.</p> <p>Will be expected to plan, direct and execute various massage and beauty treatment demonstrations.</p> <p>To carry out detailed consultations with customers prior to treatments being delivered.</p> <p>To keep and maintain accurate records of these consultations for health and safety purposes.</p> <p>Reporting of issues and incidents to facility management relating to health and wellbeing of staff and customers.</p>
6.2	<p>Retail sales and promotion</p> <p>To ensure that the treatment rooms have sufficient quantities of massage and beauty treatment products at all times.</p> <p>Responsible for promotion of products to Turkish Baths Harrogate customers and visitors, and the maintenance of attractive well stocked display areas.</p>

	<p>To promote the opportunity of upselling treatment space in a responsive manner according to business need.</p> <p>To contribute to promotional activities, providing taster treatments where required.</p> <p>To provide customers with adequate retail opportunities relating to specific treatment based products and the wider retail portfolio – achieving individual and group sales targets.</p> <p>Undertake relevant training to maintain the Turkish Baths Product retail offer.</p> <p>Support team members with training on new protocols and procedures relevant to the therapist role.</p>
<p>6.3</p>	<p>Responsibility for ensuring that all treatment rooms, equipment and products are clean, hygienic and ready for use.</p> <p>To ensure and maintain a high level of customer care by all the treatment therapists.</p> <p>To promote, maintain and ensure that all treatment therapists and treatment rooms are correctly presented, properly equipped and ready to deliver a particular massage or beauty treatment.</p> <p>To provide direct personal assistance to the Manager/Duty Managers to ensure the provision of an effective service.</p> <p>To contribute fully to the design and marketing of treatment packages and treatment development.</p> <p>To follow the Code of Conduct for Therapists in relation to the performance of their duties.</p>
<p>6.4</p>	<p>The demands of the service are such that the post holder may be required to work irregular and unsocial hours.</p> <p>The core working hours will be within 8.00 am - 9.30 pm</p> <p>On infrequent specials occasions within 8.00 am - Midnight or later</p>