

3D Leisure has a fantastic opportunity to join the team as Head Spa Therapist at voco Reading Hotel

voco Reading, adjacent to Reading Select Car Leasing Stadium, our modern hotel has thoughtful touches and distinctive design, guests can take advantage and enjoy our leisure facilities with a swimming pool, sauna, jacuzzi, and gym. The hotel invites you to enjoy the voco Life at the Atrium Bar and the brasserie-style restaurant Le Café.

We are looking for an enthusiastic and highly motivated Head Spa Therapist to provide best service to our members and clients. The successful candidate will have a passion for helping others and possess the necessary qualifications and experience to lead our Spa Therapists.

You will be responsible for:

- Leading a small team of therapists in providing a high standard of treatment and service.
- Developing personalised treatment plans based on clients' needs.
- Providing emotional support and guidance to clients.
- Maintaining accurate and confidential client records.
- Staying up-to-date with current therapeutic practices and techniques.

The Role:

- To deliver high quality treatments
- To secure new and repeat bookings
- To assist with administration duties and manage the therapist team
- To complete all treatments in line with relevant product house training
- To prepare treatment room prior to each treatment
- Ensure that correct uniform is worn
- Ensure that room is at correct temperature prior to commencing treatment
- Ensure good personal hygiene at all times
- To upsell retail products at the end of each treatment
- Ensure that treatment room is turned over after each treatment and is clean, tidy and well presented
- Inform management if any products or retail items are running low so stock can be ordered
- To greet customers in a friendly manner and with a smile
- Ensure that treatment card is completed prior to commencing
- To build rapport with each client in order to secure some loyalty
- To ask if another treatment can be booked at the time of payment
- To book any repeat treatments in as required
- To work on an outreach plan to drive bookings
- To work with 3rd party operators to maximise bookings
- To handle bookings
- To administer booking using computerised and manual systems.
- To process all payments accurately.
- To administer the membership card system.
- To carry out any administration work as necessary.
- To record and administer the lost property system.
- To restrict access into the Reception area to authorised personnel only.
- To ensure that the Reception area is kept tidy and presentable at all times.
- To ensure that all communications, memos, diaries are read each day.

- To answer the telephone as per the company standard.
- To attend staff meetings and provide input into ways of improving and developing the service.
- To feedback any areas of concern to the Club Manager
- To complete cleaning duties as required by the Club Manager
- Assists with other job tasks as required by Club Manager
- Accepts flexible work schedule necessary for uninterrupted service to hotel and club guests and members.
- Maintains own working area, and materials clean, tidy and in good shape, reports defective materials and equipment to Club Manager.
- Continuously seeks to achieve professionalism in own job function.
- Knows hotel facilities and nearby sites of importance.
- Knows hotel and corporate marketing and promotional programmes and corporate clients and clients generating high business volume.

To be considered as our Head Spa Therapist, you must have experience and qualifications in beauty and spa (NVQ level 3 qualifications). Must be able to carry out a range of treatments including Full Body Massage, Deep Tissue Massage, Hot Stone Massage, Facials.

Benefits of Working as Heda Spa Therapist:

- £12.00 - £13.00 per hour
- 32 hours contract
- Company pension
- Employee discount
- Free parking
- Gym membership
- Life insurance
- On-site gym

Most importantly, we'll give you the room to be yourself.

Join us in making a positive impact on the mental well-being and physical well-being of individuals.

If you feel you are the right candidate for the role as our **Head Spa Therapist**, then please send your CV to rob.orme@3dleisure.com

We'd love to hear from you!

You must meet the legal requirements to work in the UK.