

Job Description

Job Title: Spa Supervisor (Maternity Cover)

Hours of Work: 40 hours

Rate of Pay: £11.75 Per Hour

Reports to: Deputy General Manager, General Manager

About Us:

Continue our success story at Bryn Meadows Golf Hotel & Spa

An opportunity to be part of the award-winning team at Wales' Premier 4 * Golf resort

We are looking for a talented and passionate Spa Supervisor to join our well established and successful team at Bryn Meadows Golf Hotel & Spa. Set in the beautiful panoramic scenery of Caerphilly, South Wales, Bryn Meadows boasts breath-taking views across 5 valleys with vistas as far as the Brecon Beacons, Our 4 star boutique golf resort incorporates 42 bedrooms (including 22 suites) A Par 71 18 hole mature golf course, a state of the art leisure complex and spa, and restaurant and banqueting for up to 400 guests.

Bryn Meadows was established in 1973 and has a rich heritage of providing outstanding service with a warm and personal approach.

Main Objectives:

The Spa Supervisor role that we are offering is a temporary contract for maternity cover. The Spa Supervisor is a key member to our team. You will be responsible for the smooth and efficient running of the spa therapist & spa reception team. Ensuring our customers and members are consistently treated to an impeccable customer service experience.

Main Areas of Responsibility:

Ensure the day to day running of spa, including spa treatments & the spa reception team.

Liaise with higher management on a weekly basis on the running of the spa department.

Manage the spa team schedule, ensuring correct staffing levels are met.

Attend weekly sales meetings, ensuring the spa is meeting sales and budget requirements.

Stock ordering to ensure the spa is running at the correct levels of product to carry out the treatments we provide.

Stock Take- a monthly count on the stock we are holding in the spa.

Help to create an outstanding experience for the customer, so that customers are greeted professional, friendly, and timely manner.

Ensure treatment standards are being met for each client.

Inform staff of job responsibilities, performance expectations, client service standards, and guidelines.

Assess employee performance and suggest ways to improve work.

Check spa equipment to ensure proper functioning.

Monitor operations to ensure compliance with applicable health, safety, or hygiene standards.

Respond to customer inquiries or complaints.

Direct facility maintenance or repair with our maintenance team.

What we offer:

In addition to your salary, we offer discounted meals on duty and free car parking.

Please send any applications to ellie.ferris@brynmeadows.co.uk