

Position Description

SENIOR HAIRSTYLIST



POSITION DETAILS

BUSINESS UNIT	SLEEK HAIR STUDIO
ACCOUNTABILITY	SALON MANAGER
NO. OF DIRECT REPORTS	0
LOCATION	SLEEK HAIR STUDIO, UNIVERSITY OF NEW ENGLAND
CLASSIFICATION	Hair and Beauty Industry Award 2010 - HBI LEVEL 3

ORGANISATIONAL CONTEXT

UNE Life is a controlled entity of the University of New England. Sleek Hair Studio is a business unit within UNE Life.

UNE Life provides strategic and operational management across a number of businesses that provide services to students, staff and the wider Armidale community. UNE Life exists to enhance on-campus life at the University of New England by providing services; maintaining facilities; and hosting programs and activities for students, staff and the wider community.

We value:

- A culture that inspires maximum participation on the part of students, staff and wider community
- A focus on services that are designed to meet the needs and expectations of customers
- Responsiveness to changing circumstances and challenges leading to better services
- A creative and consultative approach to service delivery

PRIMARY PURPOSE OF THE POSITION

The Senior Hairstylist will:

- Deliver services to clients ensuring high levels of customer service are delivered and maintained at all times.
- Promote the facilities and services that Sleek offers to maximise commercial profitability and raise the salon's profile.



KEY RESPONSIBILITIES

1. Ensure customer's needs are identified.
2. Carry out treatments in a relaxed friendly and clean environment.
3. Book customer's appointments with efficient time allocated for each appointment.
4. Provide consultation and advice to customers if/when required, especially with providing colour services.
5. Provide all hairdressing services and cosmetic services including facial waxing, eyelash and eyebrow tinting.
6. Ensure completion of customer's record cards for every colour service provided.
7. Operate POS to receive payments from customers and maintain appointments.
8. Maintain a clean working area and sanitise tools after each customer.
9. Promote and demonstrate products for retail.
10. Attempt to resolve complaints/ customer feedback within the Salon with the support of Salon Manager.
11. Undertake general cleaning duties to ensure the Salon is kept to high standards.
12. Ensure relevant infection prevention and control procedures are followed at all times.
13. Operate and manage Sleek Hair Studio in the absence of Salon Manager when required.
14. Ability to remain 'current' – willingness to undertake training to further enhance skills.
15. Be aware of the University's and UNE Life's policies and procedures relating to equal opportunity, risk management, Workplace Health and Safety, records management and quality assurance as they apply to this position.

SELECTION CRITERIA

1. This role requires a skill level which assumes and requires knowledge or training equivalent to:
 - a. Completion of a minimum Cert III in Hairdressing level qualification; and
 - b. An equivalent combination of relevant experience and/or education/training.
2. Demonstrated 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. Must be able to use different colour techniques e.g. foils, full head or root application, semi-permanent.
3. Proven excellent customer service skills, including face to face communication or by telephone, to be a good listener and understand the salon's confidentiality procedures.
4. Ability to provide consultation and advice, be able to assess and understand the customer's needs, but also be able to suggest alternative styles, colours from own knowledge to suit the customers complexion, face shape and other physical features.
5. Proven effective time management skills – client's needs met to the required standard and on time.
6. Awareness of WHS, risk management.



SPECIAL REQUIREMENTS

- Senior Hairstylist will need to be flexible, working varied hours according to client and salon needs.

NOTE

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RESULT AREAS

1. **KRA 1 - Customer Satisfaction (including student experience)**
2. **KRA 2 - Human Resources - Staff Culture and Development - Performance Standards**
3. **KRA 3 - Sustainable Business / Operating Procedures**
4. **KRA 4 - Compliance**

CANDIDATE ACTION ITEMS:

Candidates **must** address each of the Selection Criteria and document valid qualifications from the above 'Selection Criteria' section - in their application. Please note also any 'Special Requirements'. **Your application should include a Cover Letter, current CV and Responses to Selection Criteria.**

General Terms and Conditions

<i>Modern Award:</i>	Hair & Beauty Industry Award 2010						
<i>Award Classification:</i>	Level 3						
<i>Status</i>	Casual						
<i>Remuneration:</i> <i>Based on senior rate of pay</i>	<table> <tr> <td>Base Hourly Rate</td> <td>\$ 21.29</td> </tr> <tr> <td>+ Casual Loading</td> <td>\$ 5.32</td> </tr> <tr> <td></td> <td>\$ 26.61</td> </tr> </table> <p>Other shift allowances may apply – refer to the Award)</p> <p>Plus statutory superannuation (currently 9.5% of ordinary time earnings)</p>	Base Hourly Rate	\$ 21.29	+ Casual Loading	\$ 5.32		\$ 26.61
Base Hourly Rate	\$ 21.29						
+ Casual Loading	\$ 5.32						
	\$ 26.61						
<i>Payment frequency – cash salary:</i>	Fortnightly						
<i>Hours of work:</i>	As needed						
<i>Days of Work:</i>	Monday to Friday (inclusive)						



	Any weekend hours will attract applicable weekend penalties.
<i>Spread of Hours:</i>	As per roster – maximum of 10 hours per day
<i>Location:</i>	Sleek Hair Studio, University of New England, Armidale
<i>Long Service Leave Home State:</i>	New South Wales
<i>Employer Contributions to a Superannuation Fund to be made by:</i>	In accordance with Australian Taxation Office guidelines
<i>Annual leave:</i>	NA
<i>Personal/carers leave:</i>	NA
<i>Compassionate leave:</i>	NA
<i>Overtime:</i>	Will only be paid when approved by the Director prior to the work being undertaken by you
<i>Superannuation</i>	9.5% SGL

