

Day Spa Therapist

Venues NSW has the responsibility and privilege of managing several stadium and entertainment precincts across NSW including Sydney's original home of sport, the Sydney Cricket Ground and the brand-new Allianz Stadium located at Moore Park.

ABOUT THE ROLE

Venues NSW was formed in December 2020 and is a commercially focused arm of the NSW Government. We collaborate closely with Destination NSW, major sporting codes and promoters to excite and entertain the people of NSW with a rich and varied calendar of major events.

This is a rare opportunity for 5-star Spa, Beauty and Massage therapists to join a dynamic and talented team at the spa in the Sporting Club of Sydney - a new state-of-the-art health and fitness club at Moore Park. This club will set the benchmark for premium wellness in Australia, with spa facilities including four treatment rooms, a cold plunge, steam, traditional and infrared sauna room.

The spa is immersed in a true community, with comprehensive fitness facilities, indoor and outdoor pools and cafes, golf simulator and child-minding facilities for members and their guests. It's a fun team with great members.

ABOUT YOU

You will need excellent communication skills, a team player to collectively embed high professional industry standards with accountability. You will work closely with our energetic and vibrant Spa team members. Availability is required for early mornings, late evenings and weekends with flexible options available.

You will have the below required skills and qualifications:

- Qualifications in: massage, beauty or spa therapies required
- Experience working in a high-end spa or clinic environment

HOW TO APPLY

Please obtain a copy of the role description from the employment section of our website at <https://www.venuesnsw.com/page/employment> select **two of the key accountabilities** and provide a one paragraph summary demonstrating how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume which clearly details your skills and experience as relevant to this role.

APPLICATIONS CAN BE EMAILED TO: hadmin@venuesnsw.com

APPLICATIONS TODAY!!!

Please note: Applicants must be Australian citizens or permanent residents and will be required to undertake a National Police Clearance check.

Venues NSW values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality. Indigenous Australians are encouraged to apply.

ROLE DETAILS	
TITLE	Day Spa Therapist
DEPARTMENT	Member and Customer Experience
LOCATION	Sporting Club of Sydney
REPORTS TO	Day Spa Manager
TYPE	Employee
CLASSIFICATION	Casual

1. VENUES NSW PURPOSE

Venues NSW was formed in December 2020 and is a commercially focused agency of the NSW Government. We have the responsibility and privilege of hosting the biggest and best sporting and live entertainment events for the people of NSW, hosting 5 million people at 500 events across our five distinct precincts, six stadiums and two entertainment centres.

2. ROLE PURPOSE

To provide Five Star Spa hands-on therapy services in a friendly, courteous, efficient and professional manner to club members and spa guests. Participate fully with the spa team in pursuing the spa's objectives, standards and procedures as provided by the Spa Manager.

Therapies delivered in this role include massage, facials and body treatments. Additionally, the Spa Therapist will provide supporting services such as Retail and home care advice and assist the Spa Manager with other duties as reasonably required.

3. KEY ACCOUNTABILITIES

Therapy Responsibilities

- Ensure the treatment room is fully prepared for the treatment prior to collecting the guest.
- Welcome guests to the Spa therapy ensuring they feel comfortable and relaxed.
- Discuss the treatment protocol with the guest, answer any questions and check for any contra-indications to the treatment.
- Ensure all consultation forms are completed and signed and given to Reception.
- Ensure the working space is kept clean and orderly throughout the treatment and prior to the end of the treatment.
- Transit guest to the reception area and ensure they have refreshments.
- Provide guest with thorough after-care and home-care advice.
- Suggest other spa treatments that may suit the guest's personal and immediate needs.

Operational Responsibilities

- Optimise bookings from guests, which includes up-selling and upgrading with

your guest when able.

- Support administrative duties relating to front desk operations with relevant guest paperwork.
- Assist Reception when required during busy periods by handling bookings, payments and telephony needs, as well as assisting with walk-in guest queries.
- Establish a good rapport with guests to maintain good customer relationships.
- Ensure smooth daily operation of all aspects of the spa.
- Have detailed knowledge of all Retail and Professional products and services that the Spa provides.
- Promote a high level of performance and motivation to fellow colleagues.
- Organise and check that your therapy room is set and maintained as per the Standard Operating Procedures and Training Manual.
- Maintain polite and effective forms of communication across all personnel.
- Ensure all equipment is well maintained and in safe condition at all times and report any malfunctions to Reception.
- Handle guest complaints promptly and professionally and refer Guests to the Receptionist in the first instance.

General Responsibilities

- Ensure the guest experience is of the highest standard at all times.
- Create a Guest Experience full of guidance, knowledge and expertise in your therapy delivery and area.
- Promote health and wellness to the guest at all times.
- Help maintain the cleanliness and impeccable aesthetic standards of your therapy and Spa in general.
- Practice and maintain hygiene standards according to Workplace Health and Safety Guidelines.
- Have open and honest communication skills with all team members.
- Report for duty punctually wearing the correct uniform and groomed as per the policy and procedures manual.
- Attend and contribute to all team Meetings.
- Ensure your First Aid Certificate is up to date at all times.
- Attend necessary training sessions, whenever applicable, to regularly update knowledge and skills in your professional therapeutic expertise.
- Have a complete understanding of and adhere to the Standard Operating Procedures and Training Manual.
- Carry out all other reasonable duties and responsibilities as assigned, from time to time by the Spa Manager.

Required Qualities & Skills

- Expertise in the therapies delivered
- Five Star Service Excellence focused

- High level of confidence
- A professional positive attitude
- Can work well under pressure and to deadline
- Lead by example at all times
- Persuasive communication and retail sales skills
- Impeccable time management
- Excellent organisational skills
- Excellent verbal and written communication
- Learner attitude
- Result orientated
- Highest attention to detail

*** This is a non-exhaustive list and may vary as business needs change.**



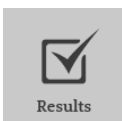


4. KEY CHALLENGES

- Timekeeping - ensure the treatments are delivered and performed within allocated time.
- Treatment Consistency - all treatments to be performed as per protocols.
- Good Team Relationships - It is essential to maintain good professional relationships and that the team are supportive towards one another at all times.
- Demanding guests - it is imperative to keep your calm with guests that are rude and demanding or dealing with any complaints.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
<ul style="list-style-type: none"> • Day Spa Manager • Front Office and Member Experience Manager 	<ul style="list-style-type: none"> • Receive direction regarding customer experience priorities and procedures. In the absence of Day Spa Manager, seek guidance and direction from Front Office and Member Experience Manager.
<ul style="list-style-type: none"> • Sporting Club of Sydney Reception Staff 	<ul style="list-style-type: none"> • To establish and maintain effective collaboration and working relationships. To liaise with any member and their guests' complaints or requests.
<ul style="list-style-type: none"> • Members and their Guests 	<ul style="list-style-type: none"> • To create a bond of trust, care and respect. Communicate empathy and understanding to each member and their guests needs and results.

External	
<ul style="list-style-type: none"> Spa Brand Partners and their Trainers 	<ul style="list-style-type: none"> To establish and maintain effective collaboration and working relationships and achieve the most appropriate and desirable customer experience.

6. CAPABILITIES OF THE ROLE		
CAPABILITY GROUP	CAPABILITY NAME	LEVEL
	Display Resilience and Courage Act with Integrity Manage Self Value Diversity and Inclusion	Foundational Intermediate Foundational Foundational
	Communicate Effectively Commit to Customer Service Work Collaboratively Influence and Negotiate	Intermediate Intermediate Foundational Foundational
	Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability	Intermediate Foundational Foundational Foundational
	Finance Technology Procurement and Contract Management Project Management	N/A N/A N/A N/A
	Manage and Develop People Inspire Direction and Purpose Optimise Business Outcomes Manage Reform and Change	N/A N/A N/A N/A

7. FOCUS CAPABILITIES OF THE ROLE	
CAPABILITY GROUP AND NAME	BEHAVIOURAL INDICATORS
Personal Attributes <i>Act with Integrity</i>	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest

<p>Relationships <i>Communicate Effectively</i></p>	<ul style="list-style-type: none"> • Monitor own and others' non-verbal cues and adapt where necessary • Listen to others to gain an understanding and ask appropriate, respectful questions • Display active listening • Be aware of own body language and facial expressions
<p>Relationships <i>Commit to Customer Service</i></p>	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Co-operate across work areas to improve outcomes for customers
<p>Results <i>Deliver Results</i></p>	<ul style="list-style-type: none"> • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required • Contribute to allocating responsibilities and resources to ensure the team achieves goals

8. ROLE DIMENSIONS	
<p>Decision Making</p>	<p>Reporting directly to the Day Spa Manager for any advice or authorisation. Your role has limited decision making responsibilities but must be able to problem-solve.</p>
<p>Dimensions</p>	<p>N/A</p>

9. QUALIFICATIONS/EXPERIENCE	
<p>Essential</p>	<ul style="list-style-type: none"> • Must possess an internationally recognised qualification in Beauty, Spa, Holistic Therapies and/or Massage qualifications. (CIBTAC, ITEC or CIDESCO or equivalent) • Current First Aid Certificate • For Remedial Massage therapists: membership of an accrediting association for health insurance rebates.
<p>Desirable</p>	<ul style="list-style-type: none"> • Minimum of 2 years 5-star spa experience. • Post graduate certifications in your area of therapy specialty (highly regarded) • Cert 4 Workplace Training and Assessment (or equivalent)

10. POLICIES

In accordance with the Code of Ethics and Conduct for NSW Government sector employees Venues NSW has formalised a suitable code of conduct for its employees and contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

11. OTHER REQUIREMENTS

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required
- All workers are required to follow Venues NSW Work Health & Safety Policy and associated health and safety procedures as a condition of employment.

Name: _____ Signature: _____

Date: _____

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ROLE TYPE	Employee
DIVISION	Member and Customer Experience
ANZSCO CODE	411611
PCAT CODE	1239192
DATE	September 2023