JOB DESCRIPTION

Job Details

Post: Hair and Beauty Dispensary Technician - Hair

Responsible to: Head of Department: Hospitality, Hair, Beauty Therapy & Floristry

Responsible for: None

Key Purpose: To assist in the organisation and delivery of curriculum areas related to the College’s Hair & Beauty Dispensary and salon reception.

Specific Responsibilities

1. Manage and organise hair and beauty therapy section

   - Organise and administer equipment according to the requirements of the section.
   - Organise, administer and maintain resource records.
   - Ensure resources are in place for training, assessment and verification.
   - Ensure Salons are maintained in a clean and tidy manner

2. Maintain accurate stock control for the department

   - Carry out a physical stock take
   - Source costing of materials, products and equipment
   - Undertake the preparation of Purchase Orders
   - Receive, check and record all purchases and deliveries for the department.
   - Securely store stock immediately after receiving and amend stock records.
   - Report missing stock immediately.

3. Supporting the Curriculum

   - Undertake daily restocking of training room resources to meet the needs of the curriculum.
   - Provide in advance teaching materials and resources as required by teaching staff.
   - Undertake reception duties in the absence of the receptionist.
   - Assist in the management of learners on dispensary duties.
   - Assist in meeting challenging targets for enrolment, retention and achievement within curriculum areas.
   - Participate in the marketing of the hair & beauty section.
   - Participate in student induction processes as appropriate.
   - Participate in public relations and promotional activities including Open Days, Parents Evenings and other initiatives.
   - Undertake laundry duties to maintain resources.

4. Health and Safety responsibilities:
To observe and keep aware of Health and Safety documentation and procedures in line with College policy.

Ensure all risk assessments are in place for the Hair and Beauty Department.

5. Safeguarding Responsibilities:

Demonstrate a commitment to promoting and safeguarding the welfare of children and young persons in line with College Policy.

To ensure that course team members comply with the Risk assessment procedures for trips, visits and work experience.

6. Other responsibilities:

- To undertake reception duties in the absence of the receptionist
- Work to a range of performance indicators relevant to the service provided, in order to ensure continuous quality improvement.
- Assist with the implementation of plans and systems as specified within the total Quality/Continuous Improvement Strategy.
- Assist in the availability of flexible working hours to meet the needs of the curriculum timetables, including evenings.
- Participate in the development of a responsive customer centred approach to service delivery.

Professional Conduct

All Staff are expected to:

- Participate in the College’s Performance Appraisal system.
- Make the most efficient and effective use of human, financial and material resources.
- Be aware of and responsive to the changing nature of the College, adopt a flexible and pro-active approach to work and contribute to a range of cross-college initiatives to facilitate the delivery of key business objectives.
- Participate in department and College developments; attend internal and external meetings and training programmes relevant to the performance and execution of the duties of their post.
- Be conversant with and operate all appropriate information technology resources available and to keep abreast of developments in this area.
- Participate in the development of a responsive customer centred approach to service delivery.
- Ensure compliance with all College policies, procedures and regulations and assist in the implementation of decisions of the Corporation.
- Give good notice of any absence in line with the College’s Absence Management Policy.
- Adhere to general standards of conduct embodied in College policies.
- To work flexibly and efficiently, to maintain the highest professional standards and to promote and implement the policies of the College.

General
Within the limitations set out in your contract, working hours are flexible and can be subject to variation depending upon needs. They may, for example, include weekends and evenings. It is expected that holiday entitlement should be taken at times convenient to the department.

This job description is current at the date shown below. In consultation with you and your trade union representatives if requested, it is liable to variation to reflect or anticipate changes in, or to, the College environment.

This document outlines the duties required, for the time being, of the post. It is not a comprehensive or exhaustive list and the Head of Department may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

September 2012
<table>
<thead>
<tr>
<th>Area to be Assessed</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>Qualifications</td>
<td>Level 3 in Hairdressing, IT qualification.</td>
<td>L2 or L3 Beauty</td>
<td>Verification of qualifications (candidates to bring originals to interview)</td>
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<td>Professional Development</td>
<td>A personal commitment to keeping your professional knowledge up to date and improving your capabilities.</td>
<td>Continuing Professional Development/Student Portfolio to show: work experience/on the job training; qualifications; short courses; informal learning such as reading; attending an event; personal development; out-of-work activities.</td>
<td>Application form. Evidence of development i.e. CPD record (candidate to bring to interview)</td>
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<td>Knowledge</td>
<td>Demonstrate a working knowledge of Stock control, to include stock take, source costing of material, product and equipment, record keeping and budget control.</td>
<td>Knowledge of Health &amp; Safety in a service orientated organisation. Knowledge of related subjects.</td>
<td>Application form. Formal face to face interview</td>
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<td>Microsoft Office:</td>
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<td><strong>MS Word:</strong></td>
<td>A good working knowledge of producing documents and emails.</td>
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<td><strong>MS PowerPoint:</strong></td>
<td>Able to create basic presentations</td>
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<td><strong>MS Excel:</strong></td>
<td>Able to create basic Excel formulas, enabling manipulation and dissemination of information</td>
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<tr>
<td>Experience</td>
<td>Experience of Working in a busy, quality hair salon assisting with the training of juniors</td>
<td>Experience of working in a learning environment. Experience of carrying out Risk and COSHH assessments.</td>
<td>Application form. Formal face to face interview</td>
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| Skills & Qualities | Demonstrate excellent communication skills, both oral and written.  
|                   | Proven interpersonal skills  
|                   | Demonstrate good organisational skills  
|                   | Demonstrate an ability to work as part of a team and to develop and sustain good working relationships with internal and external customers  
|                   | Demonstrate an ability to work flexibly across departments to support colleagues in order to meet College requirements.  
|                   | Demonstrate an ability to be self directed, show initiative and to be able to solve practical problems without supervision.  
|                   | Good methodical approach with ability to pay close attention to detail.  
|                   | Must be able to demonstrate a strong commitment to Equality and Diversity | Personal statement on application Form  
<p>|                   | Formal face to face interview |</p>
<table>
<thead>
<tr>
<th>Competencies</th>
<th>Competency</th>
<th>Level</th>
<th>Required Evidence</th>
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<th>Required Evidence</th>
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<tbody>
<tr>
<td>A set of behaviours expected of all City of Bath College employees (see application guidelines for further information)</td>
<td><strong>Continuous improvement:</strong> Demonstrate commitment to achieving objectives and higher standards of performance; ability to recognise importance of self-development and evaluating self against job requirements.</td>
<td>2</td>
<td>Application form; Interview</td>
<td><strong>Collaboration:</strong> Demonstrate an ability to work co-operatively with all colleagues to help create effective relationships with external stakeholders; ability to share information, support, respect and trust and work collaboratively with others to solve problems.</td>
<td>2</td>
<td>Application form; Interview</td>
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<td><strong>Creativity and Initiative:</strong> Demonstrate an ability to innovate, be proactive and be a self-starter anticipating problems and seeking solutions.</td>
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<td><strong>Communication:</strong> Demonstrate an understanding of the need to communicate in a professional and respectful manner; ability to actively listen and emphasises clear and concise communication.</td>
<td>3</td>
<td>Interview</td>
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<td><strong>Customer focus:</strong> Demonstrate an understanding of internal and external customers’ expectations including building relationships based on trust, confidence, accuracy and promptness; demonstrate a commitment to safeguarding.</td>
<td>2</td>
<td>Application form; Interview</td>
<td><strong>Commercial focus:</strong> Demonstrate an understanding of the College as an integrated whole and the relationships with business and government and how the College seeks to provide efficient, cost-effective and customer focused services.</td>
<td>2</td>
<td>Application form; Interview</td>
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