



JOB DESCRIPTION
Salon Receptionist/Technician

WALTHAM FOREST COLLEGE
JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	Salon Receptionist/Technician
REPORTING TO:	Salon Supervisor
HOURS:	18 Hours per week, 36 weeks per year(term time only)
GRADE:	Business Support - 13

KEY RESPONSIBILITIES

To support the hairdressing, beauty staff and students by ensuring that the reception area and salons operate safely, efficiently and effectively.

MAIN RESPONSIBILITIES

- To cover reception, take telephones calls and inquiries, confirm bookings and promote excellent customer service at all times.
- To promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.
- To safeguard and promote the welfare of children, young people and vulnerable adults served by the College.
- To ensure that the salons are operating efficiently by maintaining stock, levels, equipment, laundry and cleanliness.

JOB ACTIVITIES

- To be responsible for the reception area.
- To assist the Hair & Beauty staff/students as appropriate.
- To prepare all laundry required for the salon use at all times.
- To prepare salons for every session prior to the arrival of Hair & Beauty staff/students.