

YMCA POSITION DESCRIPTION –SALON MANAGER/ SENIOR STYLIST

Position Title	Salon Manager / Senior Stylist		
Group	YMCA Social Impact (Y-Care South East QLD Inc.)		
Modern Award / Agreement	Hair and Beauty Industry Award 2010		
Classification Level	Level 5/ Level 6 (depending on qualifications, skills and experience)		
Position Status	Permanent, Full-Time	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check Working with Children Check (Blue Card)		
Reports to	Group Manager, YMCA Social Impact or other person who may, from time to time, be appointed		
Supervises	Staff, Apprentices, School and Community Vocational Students.		

Industry Sector

As the social impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

The Salon operates as a social enterprise of YMCA Social Impact. Its purpose is to both generate funds to support the social impact Program of YMCA and provide hairdressing work experience and employment opportunities for YMCA beneficiaries.

Position Summary

The key responsibilities of the Salon Manager are to manage the operations of the salon run by the YMCA of Brisbane, so that:

- sales targets are being met;
- a high level of customer service is provided;
- staff targets and management are respectively met and successfully undertaken; and
- the delivery of vocational training and apprenticeships for YMCA beneficiaries meet desired vocational outcomes.

Duties and Responsibilities

1. OPERATIONAL AND BUSINESS DEVELOPMENT MANAGEMENT

1.1 Develop, implement and revise as required a salon by undertaking the following:

- Develop a marketing plan to achieve agreed sales, clients and staff targets;
- Develop a stock pricing strategy to be able to meet the agreed sales targets;
- Develop a branding and visual merchandising strategy; and
- Put in place an efficient system to appropriately schedule clients, staff, school and community vocational students to support the operation requirements of the salon.

1.2 Work with suppliers to maintain an adequate volume of stock to support the inventory requirements for the salon;

1.3 Monitor and amend as required salon opening hours to ensure the salon can compete effectively in the local market;

1.4 Monitor stock levels and make key decisions about stock control and stock rotation;

1.5 Establish industry networks, participate in community activities and engage in regular training to ensure hairdressing skills are up to date;



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- 1.6 Develop and propose innovative ideas to increase market share;
- 1.7 Maintain an awareness of current industry trends, innovations and issues;
- 1.8 Ensure the salon operates under local government requirements and meets all regulations;
- 1.9 Maintain the stability and reputation of the salon by complying with legal requirements; and
- 1.10 Update senior management on business performance, new initiatives and other pertinent issues.

2. VOCATIONAL TRAINING

- 2.1 Work with YMCA Social Impact's Curriculum and Transitions team to develop a schedule of when YMCA Vocational School and Community students will be present in the salon to participate in workplace training;
- 2.2 Work with YMCA Social Impact's Vocational Training Teams to develop a schedule of when students participating in training to work programs will be present in the salon to participate in workplace training;
- 2.3 Work with each of the aforementioned teams to develop training plans which both harmonize with vocational certificates and provide the necessary work skills necessary to obtain employment in the hairdressing industry; and
- 2.4 Provide mentoring and role modelling to all vocational students.

3. HAIR STYLING

- 3.1 Work with, train and develop staff to be able to:
 - Consult with clients on stylistic options for their hair;
 - Listen to client needs to determine their preferences;
 - Shampooing, cutting, coloring, highlighting and styling hair;
 - Describe different hair care products and their benefits;
 - Perform scalp treatments;
 - Act as a salesperson to sell clients hair care retail products;
 - Build a personal relationship with clients to ensure return visits;
 - Adhere to salon safety and cleanliness standards;
 - Keep updated on hairstyle trends and styling methods.
- 3.2 Provide additional hands on support to the salon team as required.

4. CUSTOMER SERVICE

- 3.2 Manage bookings and welcome clients into the store;
- 3.3 Deal with all issues that arise from staff, students or clients (complaints, grievances etc.) and resolve complaints effectively;
- 3.4 Work with, train and develop staff to be able to:
 - ensure high levels of client satisfaction through excellent service and timely response to complaints;
 - maintain excellent salon conditions, hygiene and visual merchandising standards;
 - maintain an awareness of client desires and frustrations; and
 - monitor and respond appropriately to what local competitors are doing;
- 3.5 Arrange venue hire with external parties.

5. FINANCIAL MANAGEMENT

- 4.1 Develop annual budgets for the salon;
- 4.2 Develop and implement an annual sales and business operations plan;
- 4.3 Report on buying trends, client needs, profits etc.
- 4.4 Work with salon staff to:
 - achieve / exceed salon budgets and manage controllable expenses;
 - undertake stock management including selection and disposal of outdated or used items and monitoring of purchases to ensure they stay within budget;
 - analyse, identify, process and track invoices relating to the operation of the salon, ensuring they are in line with budget and internal YMCA reporting protocols;
 - analyse sales figures and revenue reports and forecast future sales;



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- analyse operating and financial statements for profitability ratios;
- ensure all sales are processed through the cash register and maintain cash register float;
- ensure all moneys are accounted for, paperwork is accurately completed and money banked daily.

6. PEOPLE MANAGEMENT

- 5.1 Recruit, select, induct, train and roster suitable staff;
- 5.2 Ensure a secure environment for cash handling and banking at the salon;
- 5.3 Update and display the roster and ensure adequate staff numbers per shift;
- 5.4 Ensure accurate recording of shifts and timesheets utilizing the YMCA time and attendance system;
- 5.5 Ensure all team members fully understand, have access to and comply with policies and procedures;
- 5.6 Maintain a high standard of personal presentation within the salon team;
- 5.7 Deliver staff training by coaching, counselling, appraising, planning and monitoring staff performance;
- 5.8 Provide and/or organise additional training and development for staff.

7. CONTRIBUTION TO THE SERVICE

- 6.1 Comply with the YMCAs procedures for safety, training, document control, corrective and preventative action and customer complaints;Control a key register and train all key holders in the opening and closing procedure and ensure that only authorised team members hold a key;Ensure cash is secured daily including immediate closure of cash register after use;Be aware of skimming and theft and take measures necessary to minimise the risk;Supply monthly operational reports to the Group Manager for reporting to the management committee;Attend and participate in all staff meetings, development and training as appropriate;Seek and participate in continuing professional development, in order to remain up-to-date with innovations and trends in the industry, vocational training, career development and the labour market;Participate in extra-curricular activities reasonably expected in line with the position, including but not limited to industry networking events and professional development;Other duties as directed by the Group Manager, YMCA Social (and/or CEO) consistent with the capabilities and competencies of the position.**Safeguarding Children**

7. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 7.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 7.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 7.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 7.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 7.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 7.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 7.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 7.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

- 7.9 Participate in safeguarding children and young people training as directed
- 7.10 Use standardized methods for receiving and responding to feedback and complaints from children, young people and their families;
- 7.11 Any new program initiatives are to include consultation with children and young people, using standardized practices and resources;
- 7.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 7.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;



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7.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

General

8. GENERAL REQUIREMENTS

- 8.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 8.2 Comply with all Policies and procedures
- 8.3 Maintain confidentiality of all YMCA information, records and files;
- 8.4 Complete the YMCA Induction and other required training as required by organizational policy and procedures;
- 8.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 8.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

9. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 9.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 9.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 9.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 9.4 Report all hazards, near-misses, incidents and injuries in accordance with organization policy and procedures;
- 9.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 9.6 Properly use equipment, including any relevant safety equipment or devices;
- 9.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 9.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 9.9 Continually monitor the workplace for hazards so as to minimize the risk to both clients and staff;
- 9.10 Make suggestions for improvements to health and safety practices within the workplace;
- 9.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 9.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

1. Walking / standing – Constant
2. Sitting – Occasional
3. Squatting/ bending/kneeling – Frequent
4. Working outdoors – Occasional
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Constant
7. Lifting/carrying up to 10kg – Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential:

1. Minimum of a Certificate IV in Hairdressing (or equivalent);
2. Competent and confident performing all hair services and proven successful experience as a manager in a salon environment;
3. Demonstrated experience in operational, financial and staff management;
4. High level of written and verbal communication skills;;
5. Demonstrated results orientation, sound judgement and problem solving ability;
6. Proven ability to develop and effectively manage client relationships;
7. Maintain exceptional hair salon standards and processes;
8. Ensure all of the salons day to day operations work smoothly;



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9. Create a positive salon culture including a demonstrated ability to motivate others;
10. Stay at the forefront of the latest styles and trends;
11. Balance creativity with achieving commercial targets and KPIs;
12. Knowledge of salon management best practices;
13. Current First Aid and CPR Certificates or willingness to obtain;
14. Sound computer literacy in particular competent on Microsoft Word, Excel and Outlook applications;
15. Possess or willingness to obtain a Blue Card and a national criminal history check prior to commencement of employment;
16. Achievement of YMCA’s Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

1. Knowledge and understanding of vocational training;
2. Experience in coordinating education and training programs;
3. Training and assessment qualification.

Membership of the Australian Psychological Society Approval

Date Position Description Revised:	July 2020
Position Description approved by:	Chief Executive Officer
Date of Approval:	

