



Wynyard Hall

Wynyard hall is one of the finest and most unique stately homes in the North East. History resonates in every part of Wynyard Hall and we take our role as custodians of this wonderful estate seriously. Our vision and commitment to Wynyard Hall respects its history and assures its sensitive transformation for the future. From weddings to plot to plate dining, spa treatments and cottage retreats, we provide memories and an unforgettable experience of which our team provide a seamless service throughout. We are privately owned and family run business and invite our employees to be a part of the history of Wynyard Hall.

Spa therapist

As Spa therapist you will be a part of our award winning spa team. Your job will be to ensure all spa guests are consistently treated to an impeccable customer service experience and that all beauty treatments are administered in a professional, friendly and person-centred manner.

Key Skills

- Previous experience working as a Therapist in a spa is essential.
- Excellent verbal and written communication skills required.
- Experience of working within a team.
- To have a beauty qualification at NVQ Level 3, or equivalent is desired but not essential.

Key Responsibilities

- As part of the Spa team, help to create an outstanding experience for the customer so that customers are greeted and beauty treatments administered in a professional, friendly, and timely manner.
- Maintain professional and technical knowledge.
- Ensure health questionnaires are completed prior to administering beauty treatments and that individual client treatment records are maintained for all clients.
- Provide spa tours to encourage beauty treatment sales.
- Ensure all complaints are dealt with promptly and efficiently and in confidence, referring them to the Spa Manager where appropriate.
- Promote sales and promotions of products and services within The Spa Wynyard Hall and the hotel to stimulate sales.
- Ensure service standards are maintained to a high standard and that problems are dealt with cooperatively, fairly and with care.
- Ensure adherence to all company policies, procedures and guidelines.
- Ensure all the treatment rooms are kept clean and tidy and each therapist is keep on top of their own area.
- Ensure all equipment is maintained in good working order and advise the Spa Manager and/or the on- site maintenance team or outside contractor of any faults/repairs needed as required.
- To perform any duties reasonably requested by the Spa Manager.

Position: Full time and part time available

How to apply: Send your CV to spa.manager@wynyardhall.co.uk