

Job Description: General Assistant
Location: Leith, Edinburgh
Hours: Negotiable
Days of work: As Required
Type: Casual



JOB PURPOSE:

Assist and learn how to provide the highest standard customer service to Indigo Hair & Beauty's valued clientele, support other salon staff with their duties at the same time carrying out your role as General Assistant.

EXPERIENCE:

An ideal applicant does not require previous experience within a salon environment. They must be able to maintain the Indigo Hair & Beauty principles and standard whilst communicating with guests, working as a team or independently.

Their personality will ideally reflect the Indigo Hair & Beauty brand showing passion, creativity, motivation and eagerness to learn to become the best in their chosen field of work.

KNOWLEDGE & SKILLS:

Knowledge:

- General knowledge of a hair salon and the treatments and services on offer

Skills:

- Respecting fellow staff and management, being attentive to tasks set and education given.
- Ability and willingness to learn new skills.
- Articulate, with excellent communication and a personable nature to work closely with your colleagues.
- Maturity to work within sensitive areas of work, as well as second-nature initiative

Impact influence:

- Brand ambassador - through positive interaction with guests, visitors and general public
- Contribute to the salon being seen as the best salon in the community

Key relationships:

- Management will be directly responsible for your employment within Indigo Hair & Beauty.
- You will be work closely with all staff members and contractors within Indigo Hair & Beauty.

MAIN RESPONSIBILITIES:

Customer service

- Greeting guests and visitors to the salon, as well as handling enquiries by telephone.
- Playing a part in preparing the client ready for their service, including: refreshments, magazines, gowns and general comfort.
- Ensuring our clients are happy, comfortable and informed throughout their visit.
- Listening to the needs of guests, visitors and colleagues and informing others of any relevant information.
- Offering meaningful, relevant conversation.

Training

- Full Health, Safety and Fire training will be provided on-site and must be adhered to.
- Demonstrating learning, willingness and commitment to team, new assistants and guests

Salon operations

- Adhering to strict Health and Safety / Fire Safety policies as well as acting as a Fire Marshall in the event of a fire evacuation. Wearing required personal protective equipment and other Health and Safety procedures.
- Housekeeping, keeping salon tidy, and reflecting the Indigo Hair & Beauty brand principles

Other duties

- Keeping a positive salon atmosphere
- Promoting Indigo Hair & Beauty and its brand principles
- Attendance at salon activities in and out of the salon where requested

BENEFITS:

- Excellent training and development opportunities
- Recognized team member with a valued contribution to the salon
- Discounted hair and beauty treatments
- Branded clothing provided

TO APPLY

Send a current CV to: manager@indigohairandbeauty.com

We will be impressed by: **A cover letter explaining why you would make the ideal candidate.**

Thank you for your interest in Indigo Hair & Beauty

