

Salon Manager Position

JOB REF:SM2020/01

Role: Temporary Salon Manager Position.

Contract: Short term.

From 15th November to 15th December 2020.

The Palms

The Palms is London's First Afro Hair & Beauty Co-working hub. It opened its doors in January 2019, and is the newly designed, dedicated home to hair and beauty stylists, providing beauty and lifestyle products as well as offering an eclectic events programme and a café/bar.

The services offered at The Palms aim to meet the hair and beauty needs of customers who are seeking the professional skills and very specialist hair techniques embedded in African and Caribbean heritage.

The Palms is supporting multiple small to medium-size enterprises to develop and grow to become sustainable businesses within the community. Based in the heart of South East London's Afro Hair district, Peckham Palms is offering a luxury service within the Afro Hair and Beauty Industry.

Personal Specification

The Salon Manager will be of a strong character, i.e. they should work well under pressure and have highly developed people management skills. They will have experience in managing 20+ members. In particular they should be confident when dealing with a diverse community of clients, Palms members and other operational staff. An excellent level of communication skills both verbally and written are required. They should have a good understanding of business practice, accounting systems and sales marketing knowledge. Working to profits and targets of £100k or more. They will have an eye for detail, be good at problem solving and meticulous record keeping.

The Role

- Supporting Afro Hair & Beauty Businesses (SMEs).
- Monitor businesses performance and provide guidance for growth.
- Opening and closing of a multi-tenanted building.
- Giving customer service of the highest quality while keeping an eye on overall operations.
- Taking charge of customer retention and increasing repeat visits from clients.
- Up to date with hairdressing skills, styling and techniques.
- You'll work in a friendly and highly supportive environment with passionate businesses who love sharing ideas, trying new things and consistently train and challenge themselves.
- Manage, motivate a team of stylists, juniors and beauty staff, and lead by example. This can be one of the most challenging aspects of the job as you're dealing with lots of different personalities.

- Oversee the smooth running of the salon. From accurate booking of hair appointments online, in person and by phone through to ordering of stock. Ultimately, you're responsible for ensuring procedures are in place to make sure the salon operation runs well.
- Working with the Board, you will be responsible for the salons overall commercial success. You will set realistic and achievable salon revenue targets with regards to retail product sales, hair treatment sales and growing our client database. It will be down to you to come up with initiatives and to engage the wider Palms team to ensure that the salons targets are met. Of course, it's not all about the turnover; you'll also be expected to control salon costs and ensure that they are managed to help the business generate a profit.
- You will be dealing with customer feedback. As manager, it will be your responsibility to listen to customer feedback and deal effectively with any customer complaints or issues and take any necessary action for the businesses involved.

To apply please send your CV and a covering letter to info@underthepalms.co.uk

Hourly rate: £15/hour

30 hours per week. 5 hours per day for 6 days per week (Tuesday to Sunday).

Deadline for applications is 8th November 2020

Email applications to info@underthepalms.co.uk