



Bristol A.R.C. Fundraising and Communications Team

JOB DESCRIPTION

JOB TITLE:	Grooming Stylist (permanent, 34.5 hours p/w)
LOCATION:	B.A.R.C. Clifton, Bristol
REPORTING TO:	B.A.R.C. Clifton Senior Groomer
RESPONSIBLE FOR:	N/A
PURPOSE OF JOB	<p>This is a really exciting time to join Bristol Animal Rescue Centre’s Retail Team, as we launch our first, high end grooming salon, four-legged friends and family shop in Clifton Village. Opening in early 2019, B.A.R.C. Clifton will offer exceptional grooming services using cruelty free, natural products, stock the finest organic pet food, treats and accessories plus luxury outdoor clothing - seven days a week.</p> <p>Reporting into the Senior Groomer, you will deliver high standards of grooming services and customer care, take client bookings and help maintain a high level of salon cleanliness and house-keeping.</p>
KEY RELATIONSHIPS	<ul style="list-style-type: none"> • B.A.R.C. Clifton Manager • B.A.R.C. Clifton Assistant Manager
KEY FUNCTIONS:	<ol style="list-style-type: none"> 1. Grooming and customer services - deliver the highest standards of grooming services and customer care. 2. Housekeeping - ensure high standards of cleanliness and salon presentation.
RESPONSIBILITIES / DUTIES	<p>Grooming and customer service</p> <ul style="list-style-type: none"> • To complete a professional groom from start to finish across the majority of breeds. • To build good relationships with our customers and their dogs. • To respond promptly and professionally to all customer enquiries and needs. <p>Housekeeping</p> <ul style="list-style-type: none"> • To ensure high standards of salon and equipment cleanliness. • To deliver all services in line with the Charity’s policies and procedures.
PERSON SPECIFICATION: Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • NVQ Level 3 in Dog Grooming. • At least one years’ commercial dog grooming experience in a salon

Skills, experience and personal attributes:	<p>or other professional environment.</p> <ul style="list-style-type: none"> • Experience of taking bookings and delivering excellent customer service. • Confidence with animals and people. • Committed and punctual. <p>Desirable:</p> <ul style="list-style-type: none"> • Canine first aid qualification. • Animal behavior qualification. • An understanding of basic animal welfare. • An understanding of the importance of health and safety. <p>A Disclosure Check will be required from Disclosure Scotland</p>
Key information	<p>Salary: £8.50 per hour. Hours: 34.5 hours p/w on a rota basis including some weekend working. Allowances: Staff uniform provided. Annual leave: 20 days/pa (additional day/year up to 27 days/pa) + Bank Holidays pro-rata. Pension: We contribute to the NEST pension scheme. Non-salary benefits:</p> <ul style="list-style-type: none"> • Free Employee Assistance Service • Free eye tests and prescription contribution • Support for training relevant to the role • Time of in lieu (agreed in advance with line manager) • Staff discount.
<p>The duties listed are not exhaustive. Other reasonable duties may be required from time to time at the discretion of your line manager/the CEO.</p> <p>It is a requirement that all employees have an empathy with the aims and objectives of the National RSPCA.</p>	