



## Bristol A.R.C. Fundraising and Communications Team

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Senior Grooming Stylist (permanent, full time)
<b>LOCATION:</b>	B.A.R.C. Clifton, Bristol
<b>REPORTING TO:</b>	B.A.R.C. Clifton Manager
<b>RESPONSIBLE FOR:</b>	B.A.R.C. Clifton Grooming Stylists x 2 (part time)
<b>PURPOSE OF JOB</b>	<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 B.A.R.C. Clifton Manager, you will manage the day-to-day running and presentation of the grooming salon, manage the two part time Grooming Stylists and salon staffing rotas. As part of the grooming team you will also deliver high standards of hands on grooming and customer service.</p>
<b>KEY RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>• B.A.R.C. Clifton Manager</li> <li>• B.A.R.C. Clifton Assistant Manager</li> <li>• B.A.R.C. Clifton Grooming Stylists</li> </ul>
<b>KEY FUNCTIONS:</b>	<ol style="list-style-type: none"> <li>1. <b>Grooming and customer services</b> - deliver the highest standards of grooming services and customer care.</li> <li>2. <b>Line management and team working</b> – manage and motivate the Salon Team to deliver exceptional services and customer care.</li> <li>3. <b>Housekeeping and stock management</b> - ensure high standards of cleanliness and adequate stock levels.</li> </ol>
<b>RESPONSIBILITIES / DUTIES</b>	<p><b>Grooming and customer service</b></p> <ul style="list-style-type: none"> <li>• To complete a professional groom from start to finish across the majority of breeds.</li> <li>• To build relationships with our customers and their dogs.</li> <li>• To respond professionally to all customer enquiries and needs.</li> </ul> <p><b>Line management and team working</b></p> <ul style="list-style-type: none"> <li>• To manage and motivate the salon team, hold monthly progress meetings and support salon staff with training where needed.</li> <li>• To plan and manage the salon team rotas and annual leave, ensuring</li> </ul>

	<p>adequate cover seven days a week.</p> <ul style="list-style-type: none"> <li>To support the salon team in managing bookings to maximise the number of grooming services delivered each day.</li> </ul> <p><b>Housekeeping and stock management</b></p> <ul style="list-style-type: none"> <li>To ensure high standards of salon presentation are maintained.</li> <li>To maintain adequate levels of grooming stock and supplies.</li> <li>To ensure all salon operations adhere to the Charity's policies and procedures, including data protection and Health &amp; Safety.</li> </ul>
<p><b>PERSON SPECIFICATION:</b> <b>Qualifications</b> <b>Skills, experience and personal attributes:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>NVQ Level 3 in Dog Grooming.</li> <li>At least two years' dog grooming experience, with a good understanding of handling techniques and a hands on approach.</li> <li>At least one years' experience managing and motivating staff.</li> <li>Experience of managing appointments and delivering excellent customer service.</li> <li>Confidence with animals and an understanding of animal welfare.</li> <li>A strong team player with strong communication skills.</li> <li>An understanding of health and safety.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Canine first aid qualification.</li> <li>Animal behavior qualification.</li> <li>Experience of training grooming stylists.</li> <li>Knowledge of data protection regulations.</li> </ul> <p>A Disclosure Check will be required from Disclosure Scotland</p>
<p><b>Key information</b></p>	<p><b>Salary:</b> £9.50 per hour  <b>Hours:</b> You will work 37 hours p/w on a rota basis, including some weekend working.  <b>Allowances:</b> Staff uniform provided.  <b>Annual leave:</b> 20 days/pa (additional day/year up to 27 days/pa) + Bank Holidays.  <b>Pension:</b> We contribute to the NEST pension scheme.  <b>Non-salary benefits:</b></p> <ul style="list-style-type: none"> <li>Free Employee Assistance Service</li> <li>Free eye tests and prescription contribution</li> <li>Support for training relevant to the role</li> <li>Time of in lieu (agreed in advance with line manager)</li> <li>Staff discount.</li> </ul>
<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>	