

## Position Description

Senior Hairdresser

Position Title:	Senior Hairdresser
Business Unit:	Barber on Bourke
Location:	Dubbo
Reports To:	Manager/Supervisor Barber
Direct Reports:	Nil
Parameters:	Hair & Beauty Award, Full-Time, Permanent
Date Prepared:	26 October 2020
Approved By:	Executive Leader People and Culture

*Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.*

*Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.*

*Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.*

*There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.*

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### Purpose of the Position:

To deliver quality barbering services to Joblink Plus clients and the general public whilst creating a welcoming environment for all clients to gather and engage on a social level.

### Position Responsibilities and Duties:

- Greet clients in a friendly, approachable manner making them feel at ease and comfortable
- Client consultation – sit and discuss client’s needs, wants and concerns
- Develop and propose client plan that specifies cut and style
- Undertake cuts and styles that meet the client’s needs
- Provide clients with guidance and information to maintain style
- Carry out treatments and cuts in a relaxed, friendly and clean environment
- Book appointments with efficient time allocations
- Maintain and clean workstation and complete necessary sanitisation of tools and equipment after each customer
- Promote products available to clients
- Supervision of trainees and apprentices
- Operate point of sale systems to receive payments from customers and maintain appointments

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- Attempt to resolve complaints and/or customer feedback when required with the support of the Barber Manager
- Undertake general cleaning duties to ensure the Barbershop is kept to high standards
- Operate and manage the Barbershop in the absence of the Barber Manager when required

### General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, processes and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions

### Organisational Environment

Whilst this position is part of the Joblink Plus family, it can be difficult to understand the broader context of the organisation due to the location and specific aspects of the position.

### Essential Competencies, Qualifications and Experience

<b>Skills &amp; Knowledge</b>	Proficient in a range of cuts and styles – must be able to undertake cutting, restyling. Up to knowledge on equipment, techniques and products. Excellent customer service Cash and payment handling. Basic computer skills. Privacy and confidentiality principles Ability to remain current – willingness to undertake training to further enhance skills
<b>Experience</b>	Previous experience in working in a salon Working towards KPIs and/or targets.
<b>Qualifications</b>	Certificate III in Barbering or Certificate III in Hairdressing Current C class NSW drivers licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check (for paid employment)
<b>Personal Qualities &amp; Behavioural Traits</b>	Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries Builds collaborative relationships with internal and external clients and stakeholders Excellent communication skills; listens to others and conveys information clearly, accurately, logically and concisely

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	To be reliable and have a commitment to fulfil the position Ability to establish and maintain appropriate personal and professional boundaries Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure
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### Desirable Competencies, Qualifications and Experience

Skills and Knowledge	
Experience	Relevant industry experience in the trade for which certificate is held
Qualifications	
Personal Qualities & Behavioural Traits	

### Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.

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## Organisational Structure



### Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

I acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date