

Job Description

Job Title: Branch Manager
Reports to: General Manager
Location: Kitisuru

About Serenity Spa: Serenity Spa is Kenya's number 1 spa offering holistic and professional spa treatments to its clients. Established in 2013, Serenity Spa has over 100 staff members across its 2 branches in Gigiri and Kitisuru with a dedicated administration and operations team to support the company's mission and vision. To achieve and maintain excellence, Serenity Spa has invested heavily in innovation, training and development of its staff, treatments and set up. You will never have a boring day with us and we make it our job to ensure our clients' objectives are met.

Job Overview: The core function of this role is to oversee the branch daily operations, administrative functions, and people management. In liaison with the HR and Finance teams, you will be responsible for team HR and branch compliance issues. A Branch Manager at Serenity Spa leads a team of at least 35 people from housekeeping and sales (Spa Therapists, Hairdressers & Baristas).

The main objectives of this role include;

1. Drive operational excellence through cost effective approaches
2. Manage and coordinate the team including human resource related issues
3. Manage employee performance – including onboarding, reviews, and development
4. Liaise with Front Office Manager to maximize on branch sales

Responsibilities:

- Drive Operational Excellence;
 - Ensure compliance across all departments within the branch.
 - Create and maintain effective processes to manage all machines and equipment for operational effectiveness.
 - Oversee maintenance schedules for all spa machines, equipment. This includes assessing and managing all breakages, wear and tear notices, etc as per the company policy.
 - Ensure proper and accurate record keeping and maintenance for all facilities at the branch i.e power and water consumption.
 - Manage external parties such as contractors (plumbers, security company, guarding, electricians, etc) city council and public health officers.
 - Check and supervise all 12 spa rooms, nail area, hair salon and staff common areas to ensure facility and equipment status is always in top notch condition and functional.
 - Maintain required OSH standards and requirements for all equipment and within the facility.
- Team coordination and management including HR issues;
 - Liaise with HR to oversee all new employee onboarding process and ensure thorough orientation and training schedules
 - Ensure the company policies and procedures are known, understood, and followed by all employees.
 - Manage, update, and coordinate all staff work schedules including leave planning, sick offs, and off days. This includes housekeeping, therapists, hairdressers, baristas, compound teams.

Serenity Spa

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- Organize and coordinate team training sessions for external, internal, and inter-branch sessions.
- Ensure all therapists stick to the laid-out treatment procedures and conduct random and consistent checks to confirm that all standards are being upheld.
- Ensure the 360 degree- customer experience is understood, implemented, and upheld by all. Monitor sales teams' rebooking and upselling strengths and frequencies and execute relevant training sessions.
- Review and share client feedbacks to relevant parties within the team and follow up where further discussions are required to determine issues and solutions to execute. This includes feedback related to staff and facility/equipment.
- Ensure all staff are presentable and uniformed appropriately as per the company policy.
- Manage employee performance
 - Organise onboarding of new employees.
 - Liaise with the HR to carry out reviews of existing employees and training plan.
 - Liaise with the HR to design a development plan for employees and its monitoring and documentation.
- Liaise with Front Office Manager;
 - Ensure the FOM is always updated of the team changes to ensure proper and convenient planning for the team calendars.
 - Coordinate with the FOM where renovation, maintenance or repair works are ongoing for better client/booking management.
 - Liaise with the FOM to ensure team product and role knowledge through training and reviews.
 - Review and manage any feedback regarding employee or facility for troubleshooting.
- Observe and analyse behavioural and structural factors at the spa and feedback any observations with suggestions or for awareness to management
- Report any feedback and comments from staff to management
- Any other duties as may be requested by your line manager

Qualifications and Attributes:

- Intrigued by moving parts and excellent coordination of events
- Organized with an eye for detail and experience managing contractor is highly preferred Experience managing/leading and coordinating a team of more than twenty people
- MUST have experience dealing with people and managing people issues
- Bachelor's degree from a reputable institution and experience in a service related industry
- Knowledge of scheduling software systems is highly desirable
- Solution-oriented, hands-on and a self-initiator
- Professional and cordial personality is highly preferred

Salary range – Kes. 100,000 to 150,000 Monthly Gross

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The Serenity Spa Way

We have worked **BRICK by BRICK** to achieve the success Serenity Spa marvels in today and are not stopping here. We base our work and internal culture on five fundamental values which we uphold dearly. If these values resonate well with you, you will fit at Serenity Spa;

- Building relationships through hard work and professionalism
- Responsibility and accountability is a very important factor of our teamwork and operational excellence
- Integrity and honesty where our employees and clients trust that we are transparent in all that we do
- Customer centric by being consistent and committed. Our dedication to offer high quality services is very deep
- Keen to embrace growth through innovation. Trust that we never get boring!!