



Colourist Job Description

Job Function:

Contribute to the overall success of the studio and the stylist team, by being committed to providing a high level of client service. Ensure that client expectations are managed by providing the best colour match through high lights, low light and tints.

Responsibilities:

Duties will include and not be limited to:

- Manage client expectations with a variety of hair loss conditions i.e. Alopecia, Trichotillomania, Female Pattern Hair Loss, Male Pattern Hair Loss, Lupus, etc.
- Colouring individual client's hair, hair extensions and the cranial hair prosthesis (Intralace System™ and Hair Replacement System).
- To be fully conversant in the removal process, ensuring that the correct method is applied and that the client is comfortable.
- To carry out first wash appointments with Intralace System™ and Hair Extension clients.
- Cutting and styling real hair and extensions.
- Up Styles (Wedding and Special Occasions).
- Provide styling lessons to clients with the Intralace System™ to enable them to manage and maintain their hair with different styles. Styling and cutting hair extensions.
- To act on all customer complaints once received and to ensure that these are dealt with to the mutual satisfaction of both the customer and Lucinda Ellery Consultancy.
- To be fully conversant with the products and services provided by Lucinda Ellery Consultancy, and actively promote them.
- To assist with stock check when necessary.
- Contribute to a high standard within the studio on a daily basis i.e. housekeeping, cleanliness, health and safety, good presentation etc.
- Execute development and organizational strategies in conjunction with the Stylist Manager.
- To act on all customer complaints once received and to ensure that these are dealt with to the mutual satisfaction of both the client and Lucinda Ellery Consultancy.
- To be goal-oriented and pro-active with a relentless focus on results.
- To comply with all the company rules, regulations, policies and procedures as notified from time to time.
- To initiate and prepare for appraisal discussions with your line manager.
- To actively participate in company meetings when arranged which may be outside of your contracted hours.
- Within reason from time to time you may be expected to perform duties that are not stipulated in your job description.

Supervision received:

- Stylist Manager
- Stylist Supervisor

Technical Skills, Knowledge and Experience:

- Qualified hair dresser: Ideally NVQ2 or NVQ3
- Extensive colouring experience.
- Excellent customer services skills.
- Excellent communication skills.
- Ability to consult with clients on a face to face basis.
- Highly motivated and energetic individual.

Displays Company values:

- Operates with integrity, openness and honesty.
- Supports others by treating them with dignity, respect and fairness.
- Accepts responsibility for outcomes, whether positive or negative, and is willing to admit mistakes and refocus efforts.
- Regularly creates and takes advantages of learning opportunities.
- Demonstrates trust and empowers employees

Core competencies

Contributing To Team Success:

- Develops and uses collaborative relationships to facilitate the accomplishment of work goals.
- Shares important or relevant information with the team.
- Adheres to the team’s expectations and guidelines.
- Demonstrates personal support to the team.
- Proactively builds effective working relationships with other people and resolves conflict actively with peers.

Communication Skills:

- Clearly conveys information and ideas, facilitates agreement using sound rationale.
- Communicates effectively and appropriately at all levels within the organisation.
- Seeks and expands on original ideas, enhances other’s ideas, and contributes own ideas about issues.
- Remains open to ideas, listens to others and objectively considers others ideas and opinions even when they may conflict with their own

Innovation and change

- Actively embraces and seeks to deliver change in all area of work.
- Supports others through the change process.
- Innovates and generates ideas independently through others.
- Acts on those ideas and initiatives.

Decision making & problem solving

- Analyses information and facts to make informed decisions
- Seeks further advise and guidance when required
- Acts assertively and confidently when making decisions

KPI’s

Technical	Direct reports
Client feedback.	360 degree feedback.
Number of complaints.	

Name: _____

Signature: _____

Date: _____