



Hair Assistant Job Description

Job Function:

To work alongside a Lead Technician in the application and maintenance of the Intralace System™ in a professional, timely and courteous manner.

Responsibilities:

Duties will include and not be limited to:

- To ensure your Lead Technician has all of their required tools and equipment at the beginning of each appointment.
- To be responsible for supporting your Lead Technician to complete each client within their allotted appointment time with the application and or maintenance of the Intralace System™.
- Contribute to a high standard within the studio on a daily basis i.e. housekeeping, cleanliness, health and safety, good presentation etc.
- To be fully conversant with the products and services provided by Lucinda Ellery Consultancy, and actively promote them.
- 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:

- Studio Manager
- Board of Directors

Skills, Knowledge and 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:
<ul style="list-style-type: none">• 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:
<ul style="list-style-type: none">• 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

KPI’s

Technical	Direct reports
Client feedback.	360 degree feedback.
No of complaints.	

Name: _____

Signature: _____

Date: _____