



VACANCY HEAD THERAPIST

Sandy Lane, an AAA Five (5) Diamond exclusive resort and member of the Leading Hotels of the World, is looking to recruit a Head Therapist.

The Role

The successful candidate will report to the Spa Manager and will be responsible for providing and promoting spa treatments, training the spa therapists, supervision of staff in the absence of the Spa Manager, record-keeping, ordering of stock, customer satisfaction, spa service standards, spa hygiene and cleanliness and equipment maintenance.

Key responsibilities and accountabilities:

- Responsible for spa treatment rooms and ensuring they are set up to Sandy Lane standards
- General supervision of all therapists and completes monthly training plan for therapists.
- Conducts spa champions appraisals every 6 months.
- Reports all maintenance and housekeeping issues in a timely manner.
- Ensures that all spa products are available, for both professional use and retail sales.
- Handles customer comments and complaints in line with hotel policies.
- Supervises the prep room; manages the use of inventory stock
- Ensure that all operational checklists are in place and effectively managed and signed off daily.
- Attend P&L meetings and perform spa treatments when required.
- Ensure that all relevant operational procedures relating to the therapist game plan are effectively implemented and adhered to.
- Manage time, attendance and productivity of therapists; ensures that hygiene and cleaning standards are in line with Sandy Lane Spa requirements.
- Ensure that all relevant recruitment and selection procedures are adhered to. Ensure suitable applicants are recruited for the relevant positions, under the guidance of the Spa Manager and the Director of Human Resources.
- Ensure that comprehensive inductions are completed for each new therapist, according to the specified procedure.
- Ensures that all therapists have received training related to their respective job performance requirements.
- Effectively inform and educate our guests about specific wellness concerns.
- Have complete knowledge and understanding of all treatment services and products offered.
- Actively promote the spa, treatments, services and retail, as well as programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Assist in all areas of spa operation as requested by the Spa Manager.

Our preferred candidate must possess:

- Secondary level education is required. Good writing, reading, listening and basic computation skills are necessary.
- Previous experience in a 5-star spa is preferred but not essential.
- International qualifications are required in Massage Therapy, Swedish and Deep Tissue, Reflexology is optional. Qualifications in Esthetics are also required. Certification in Thai and Aromatherapy Massage would also be desirable.
- Must be certified in First Aid and CPR.
- Excellent organizational and time management skills along with excellent communication, interpersonal and computer skills
- Ability to build relationships, influencing groups or individuals within a matrix structure.

It is a requirement that the candidate must have a flexible working style as long hours are required from time to time.

To apply please log on to recruitment@sandylane.com to complete an application form and submit a résumé on or before **August 13, 2025**.