



# SPA MANAGER

## The Role

We are seeking a dynamic and commercially minded Spa Manager to lead our spa operation and elevate guest experience. This is a dual-function role, combining strategic oversight with hands-on delivery: approximately 50% of the role will involve providing treatments, with the remainder focused on leadership, guest service and day-to-day operational management. You will lead a small team of therapists and oversee a busy treatment-room operation, ensuring exceptional standards of service, performance and compliance at all times.

## Key Requirements

- Lead, inspire and manage the spa team to deliver consistently high standards of guest care.
- Deliver spa treatments to a professional and high technical standard.
- Oversee daily operations including bookings, scheduling, rota planning and guest experience management.
- Monitor and achieve retail, treatment and revenue targets, controlling costs and key performance indicators.
- Maintain exceptional standards of cleanliness, safety and presentation across the spa.
- Work closely with the Hotel Manager and wider hotel teams to ensure a seamless guest journey.
- Manage and develop the spa's social media presence, promoting services, offers and brand visibility.
- Ensure full compliance with health & safety and company policies at all times.

## About You

- Qualified Spa Therapist / Manager (NVQ Level 3 or equivalent essential).
- Proven experience in a supervisory or management role within a spa or wellness environment.
- Strong practical treatment skills with a genuine passion for wellness and guest care.
- Highly hands-on, self-motivated and operationally focused.
- Excellent communication skills, both face-to-face and in written correspondence.
- Commercially aware, with experience managing budgets, targets and costs.
- Organised, proactive and capable of motivating and developing a small team.
- Computer literate and confident using booking and scheduling systems.
- Flexible to work weekends and variable hours as required by the business.
- High attention to detail and quality standards.
- Knowledge of Elemis products is desirable but not essential.
- Must be eligible to work in the Isle of Man.



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## Why Join Us?

- Be part of a welcoming, dynamic team.
- Work in a stunning location.
- Enjoy opportunities for learning, development and career progression.
- Contribute to an ambitious, growing organisation where your leadership and ideas are valued.
- Staff benefits, including hotel discounts, duty meals, uniform, service charge participation, birthday voucher, employee recognition schemes and free onsite parking.

**The role is full-time, 40 hours per week. Including evening shifts, weekend work and bank holidays as required.**

## Salary

We offer a competitive salary and benefits package, fully reflective of qualifications and experience.

## How to apply

If you are passionate about hospitality and ready to lead a team in delivering exceptional service, we'd love to hear from you. Please send your CV and cover letter to [HR@comishotel.com](mailto:HR@comishotel.com)

## **STRICTLY NO AGENCIES**

Recruitment agencies: Please do not send unsolicited CVs to our HR team or to any of our employees. The company accepts no responsibility for fees associated with unsolicited applications.

**APPLY NOW!**

Submit your CV to [HR@comishotel.com](mailto:HR@comishotel.com)