



Job Description

Job Title –USPCA Grooming Stylist

Location – USPCA Unit 5 & 6 Carnbane Industrial Estate, Newry

Hours of Work: -Part time & Full Time Hours – Rota Basis (Including evenings and weekends)

Reports to – Development Manager

Principal Function –

As USPCA Groomer you will be responsible for all aspects of pet grooming and you will deliver the very highest standard of pet grooming.

Principal Duties -

USPCA Grooming

1. To provide expertise in all aspects of grooming, with the ability to groom all dogs to breed standard including de-matting, clipping and scissoring, furminating, hand-stripping and brushing.
2. To be responsible for delivering high standard of service and exceeding customer expectations.
3. To create a welcoming environment within the grooming room and communicating with clients in a professional and friendly manner.
4. To efficiently manage the diary and to maximise the number of appointments.
5. To maintain a clean and hygienic environment at all times throughout the USPCA grooming room including the maintenance of equipment.

6. To assist with the training and development of other colleagues.
7. To refer potential health problems to the USPCA Vet, such as ear infections, skin abnormalities or tooth decay.
8. To promote pet wellbeing and the benefits of animal grooming.
9. To upsell grooming accessories from the USPCA pet supplies shop.
10. To carry out any other reasonable instructions by management.

General and other duties

1. To manage all data relating to clients in accordance with data protection legislation and confidentiality.
2. To participate in events arranged by the USPCA to support the charitable work of the USPCA.
3. To promote the good image of the USPCA both internally and externally by communicating in a positive manner.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- To operate within USPCA policies and procedures for health and safety.
- Participate in training deemed necessary by the USPCA.
- Wear the uniform always provided by the USPCA while in the workplace.
- Appropriate footwear must be worn and hair of shoulder length or longer must be always tied back in the workplace.

General Information

- Salary £9.30 per hour
- New appointments are subject to a six month probationary period
- Holiday entitlement is 22 annual leave days and 8 statutory days per year pro rata

Personal Specification for Pet Grooming Stylist

Criteria	Essential	Desirable
Professional / Technical Qualifications	C&G/ICMG grooming qualification	
Experience & Job Knowledge	<p>A minimum of 2 years' experience</p> <p>A proactive attitude with the ability to groom approximately 6 dogs per day.</p> <p>Commercially aware, driving grooming sales and repeat business.</p> <p>Ability to manage a diary and maximise the number of appointments.</p>	
Skills & Competencies	<p>Ability to communicate well with the general public and deliver excellent customer care.</p> <p>Ability to work well under pressure and manage own time effectively.</p> <p>Ability to make sound decisions.</p> <p>IT Literate.</p>	Marketing Skills
Personal Qualities	<p>Target driven.</p> <p>Good standard of personal presentation.</p> <p>Self-motivated and able to work independently.</p> <p>Good general health since the job requires manual handling.</p>	Innovative and creative approach, a can-do attitude.
Special Circumstances	<p>Flexible</p> <p>Ability to work a variety of hours and shifts</p> <p>Full Clean Driving Licence Access to a Car</p>	Sympathetic to the aims and policies of the USPCA

