



Hanmer Springs
Thermal Pools & Spa

Hanmer Springs Thermal Pools & Spa Job Description

Job Title: [Massage Therapist](#)

Reports to: [Spa Manager](#)



About us:

Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community.

Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

Our Vision:

To be the most loved and memorable group of experiences in New Zealand

Our Purpose:

To create enriching experiences connecting people to each other and to our place.

Our Values:

 Manaakitanga Care	 Rangatiratanga Leadership	 Kaitiakitanga Guardianship	 Whanaungatanga Family
People are the heart of our business. Our culture is to care for, respect and value our customers and team members	We will maintain personal integrity and ownership in all actions and decisions we undertake	We will as guardians, conserve and cherish our environment, continually improving our sustainable practices	Our people, community and visitors are family. We will cultivate a sense of belonging, support, collaboration, and teamwork
			

About the role:

As a massage therapist, you will provide a high standard of massage and body treatment to our clients whilst offering exceptional customer service and care. Ensuring the safety of our clients at all times by being well informed on treatment techniques.

Key Responsibilities:

Provide a high standard of treatment to clients which exceeds their expectations.

- Provide warm and friendly greeting for our clients and attentive service.
- Assess clients physical condition to ensure the needs of the client are met. Through reading Client Information Form and consulting with the client prior to treatment advise client of alternative or recommended treatments where required.
- Be intuitive of our client needs throughout their treatment and be aware of non-verbal means of communication during treatment.
- Be well informed on each treatment and to undertake each treatment as per Treatment Manual protocol.
- Be well informed on massage and body techniques and be willing to learn new therapies and be able to adapt to new techniques in order to maximise treatments.
- Be well informed on products used within treatment and actively sell and promote these to our clients.
- Undertake treatments within the given timeframes.

To provide a range of relaxation and therapeutic treatments which massage the soft tissues of the body to assist in muscle and tendon recovery.

- Be experienced in a range of massage techniques including but not limited to relaxation, aromatherapy, deep tissue, pregnancy, and sports therapies.
- Utilise a range of complimentary aids to assist in soft tissue recovery, including but not limited to hot stones, ice, essential oils, and herbal compresses.
- Administer treatments to promote relaxation, improve circulation, and relieve tension whilst providing an overall sense of emotional wellbeing for our clients.
- In consultation with your client, decide on the best treatment techniques in order to treat soft tissue dysfunction, injury, and promote recovery.

To ensure you have the necessary products, equipment etc to complete each treatment without disruption.

- To continually consult the booking system to ensure you are aware of what treatments you have and at what times.
- To be responsible for the treatment room which is assigned to you each day.
- To ensure all products and equipment required for each treatment are set up and within the treatment room. Therapist should not be required to leave the treatment room during the treatment except under special circumstances.
- To ensure you have adequate stocks of linen within your treatment room and that you re-stock clean linen and take the soiled linen to the laundry.

Provide an environment which actively encourages relaxation and assists clients to become more aware of their physical well-being.

- Ensure treatment rooms are in order ready for the client.
- Continually ask for confirmation from your client that your pressure is adequate and that they are not feeling any discomfort. Alter your movements accordingly and look for non-verbal signs of communication.
- Be friendly and courteous at all times, showing a caring nature to our clients which puts them at ease.
- Gauge each client individually so that those who wish to relax and have quietness can do so

and those that wish to interact can also do so with you.

- Remain professional at all times in your interaction with others – *they can release their feelings, but as a therapist you cannot release yours.*
- Encourage after care for your clients by taking them to the Relaxation Lounge and offering them refreshments.

Provide follow up care and information on products and services which could benefit the client.

- Recommend a treatment plan and home care advise to clients.
- Actively promote and sell the professional products used within the treatments.
- Provide Product Referral Form to the client for those that you have recommended products to.
- Actively rebook clients.

Provide an environment committed to Client Care.

- Be warm and friendly to all clients.
- Be aware of our client wellbeing and endeavour to anticipate their needs.

Ensure successful relationships with all clients, staff, and all others who you have functional relationships with.

- Provide polite and congenial relationships at all times.
- The culture of Client Care is extended to internal customers also.
- Ensure the Spa Manager is made aware of and serious matters.

Ensure adequate care of Therapy Equipment.

- To ensure that you use the equipment provided in a safe manner and for its intended use.
- Ensure the cleanliness of equipment and sterilisation of those items that require this.
- To report any malfunctions with equipment to the Spa Manager.

To undertake regular training as and when required.

- You must be willing to attend appropriate training for your position, whether provided internally or by our product suppliers.
- Be well informed on new techniques and treatment styles that evolve within the spa industry.
- Be prepared to carry out treatments using the techniques contained within The Spa Treatment Manual.
- Attend the 6 weekly training sessions run by the Thermal Pools and actively participate in these.

To recognise your responsibilities for ensuring Health and Safety.

- Take responsibility for the wellbeing of yourself and others by making every effort to prevent injuries and accidents to yourself and/or others.
- Work in a safe manner.
- Ensure that where safety equipment is provided that you use it at all times.
- Report any unsafe work conditions or equipment, incidents, or injuries to the Spa Manager.

General expected requirements.

- To work together as a team to ensure the smooth running of The Spa.
- To use down-time and turn-around time proactively.
 - Assist other therapists in getting ready for treatments.
 - Checking on relaxation lounge and changing rooms.
 - Preparing products.
 - Assisting receptionists where appropriate.
 - General cleaning and housekeeping duties.

Candidate Requirements:

- Have a current workplace first aid certificate.
- Have strong personal organisation skills.
- Have high standards of personal cleanliness and take pride in his/her appearance.
- Be able to work as a member of a team.
- Be flexible and adaptable.
- Have good interpersonal skills necessary for dealing with the public.