

POSITION DESCRIPTION

JOB TITLE	Hairdresser
BUSINESS UNIT	Sleek Hair Studio
REPORTING TO	Business Operations Manager
LOCATION	UNE Campus, Armidale
AWARD COVERAGE	Hair and Beauty Industry Award 2020
DATE	November 2025
JOB CODE	SLK01

PURPOSE OF THE POSITION

The Hairdresser at Sleek Hair Studio is a customer-focused professional who thrives in a dynamic campus environment. You'll deliver exceptional hairdressing services while actively contributing to salon growth through building lasting client relationships, attracting new customers, and creating a welcoming atmosphere that keeps clients coming back.

This role suits someone who sees hairdressing as both an art and a business, with the energy and initiative to help establish Sleek as the go-to salon for our diverse university and local community. As part of our qualified team, you'll also play a vital role in mentoring and training apprentices, sharing your expertise to develop the next generation of hairdressing professionals.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services – includes our retail outlets, hairdresser, food & beverage services, event management & catering.

- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

Business Growth & Client Development

1. Build and retain a loyal client base through exceptional service, proactive rebooking, marketing initiatives, promotions, and campus/community engagement to establish Sleek as the go-to on-campus salon.

Hairdressing Services

2. Deliver professional cutting, colouring, styling, and treatments to client brief and salon standards.
3. Conduct expert consultations to determine client needs, preferences, and desired outcomes; ensure appropriate documentation of client profiles.
4. Stay current on trends, techniques, and products; work confidently across diverse hair types, textures, and cultural styles.

Customer Service Excellence

5. Provide personalised, culturally sensitive service that builds lasting relationships; identify opportunities to authentically recommend services and retail products, offer honest advice on hair care and styling, and act on feedback for continuous improvement.

Training & Development

6. Mentor and supervise apprentices with hands-on training; support competency progression, provide constructive feedback, and collaborate with the Operations Manager and RTOs to ensure comprehensive workplace development

Salon Operations



7. Maintain strict hygiene standards, manage stock control (levels, ordering, waste minimisation), and comply with WHS policies.
8. Operate all systems accurately; complete End-of-Day reconciliations and manage online and in-store bookings efficiently.
9. Contribute to a welcoming, on-brand salon environment and create social content (with client consent) in collaboration with the Brand & Communications team.

Team Collaboration

10. Work collaboratively to meet team goals, participate in professional development and training, and champion continuous improvement.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

Direct Reports:

- Apprentice hairdresser(s)

External Stakeholders:

- Clients (students, staff, and community members)
- Product suppliers / Representatives
- Registered Training Organisations
- Industry trainers and assessors

Internal Stakeholders:

- Slek colleagues
- UNE Life colleagues across all business units
- UNE community members

SELECTION CRITERIA

Essential

1. **Technical excellence:** Proven hairdresser with a strong portfolio across cutting, colouring, styling, and diverse hair types; strong knowledge of products, tools, techniques, and current industry trends.
2. **Client growth and service standards:** Demonstrated ability to build/retain a client base with proactive relationship management; unwavering commitment to high customer service and professionalism.
3. **Commercial mindset and context-fit:** Enthusiastic about business growth and new opportunities in a developing salon; adaptable and motivated to work in a multicultural campus environment.
4. **Communication and people skills:** Excellent interpersonal communication with genuine rapport-building across diverse clients.



5. **Ways of working:** Self-motivated with strong initiative; works independently and collaboratively.
6. **Efficiency and delivery:** Exceptional time management—balances quality with speed; services delivered to standard and on time.
7. **Training:** Willing to mentor, train, and supervise apprentices, with knowledge of apprenticeship requirements and competency-based assessment.
8. **Safety:** Understanding of WHS requirements in a salon, and willingness to act as an Emergency Warden (training can be provided).

Desirable

9. **Diversity & environment:** Experience with diverse hair types/textures/cultural styling; and varied demographic settings.
10. **Growth track record:** Proven success growing a client base; retail capability to authentically recommend and sell hair care products.
11. **Professional development & values:** Actively engaged with trends and continuous professional development; interest in sustainable/ethical practices.
12. **Digital:** Social media savvy with understanding of digital platforms & marketing.

SPECIAL REQUIREMENTS

- **Qualifications/experience:** Certificate III in Hairdressing (SHB30416) or equivalent. Relevant salon experience.
- **Compliance & safety:** Maintain current First Aid and CPR (preferred).
- **Availability:** Willingness to work afterhours, weekends, and some public holidays as required.
- **Environment & engagement:** Enthusiasm for a diverse, multicultural campus environment; willingness to participate in promotional and community engagement activities.

LEADERSHIP ACCOUNTABILITIES

- Promote a safe, efficient, and effective work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment, and bullying.
- Contribute to the development of a culture of continuous improvement.
- Lead by example in demonstrating professional standards and UNE Life values.
- Provide mentorship and guidance to apprentices and junior team members.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.



EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

