



Candidate Briefing Pack

**Nail Technician /
Beauty Therapist**

Table of Contents

Letter from our Chief Officer **3**

About us: Our vision, mission statement and values **4**

Our Culture **5**

Our Strategy **6**

Role Brief **7**

Purpose of the post and the person we are looking for **8**

What success looks like **9**

Key Responsibilities **10**

Qualifications and Training **11**

Essential Knowledge, Skills and Experience **12**

Desirable Knowledge, Skills and Experience **13**

Equality and Inclusivity **14**

How to Apply and Recruitment Stages **15**

Fairness and Adjustments **16**

Letter from our Chief Officer

Dear Candidate,

Thank you for your interest in joining Age Cymru West Glamorgan.

We are a local charity with a simple but ambitious vision: that everyone in Swansea, Neath Port Talbot and Bridgend is able to age well and enjoy life. That vision shapes everything we do, from our frontline services to the way we develop new ideas.

The Wellbeing Studio is one of those new ideas, and the successful candidate will have an exciting opportunity to help take it from a pilot concept to a permanent and valued part of our charity as quickly as possible. We are looking for someone who enjoys working with people, takes pride in delivering a great experience, and is motivated by the challenge of building something new from the ground up. This is not simply about filling appointments; it is about shaping the service, learning from feedback, encouraging repeat bookings, and playing a key role in establishing a service that older people value, return to, and recommend to others.

Just as importantly, we want everyone who joins us to feel supported here. You would be joining a small, friendly and committed team of staff and volunteers who care deeply about our work and about each other. We are proud to be a Real Living Wage employer, and we offer a strong benefits package including generous annual leave, pension contributions, an Employee Assistance Programme, practical flexibility, supportive induction and paid training opportunities.

Our culture is built around freedom and responsibility. We want staff and volunteers to feel empowered to use their strengths, make thoughtful decisions, share ideas, and help us keep improving. We also expect people to understand their boundaries, take ownership of their work, and keep our values at the heart of what they do.

For this role, the right person matters most. You may already have a nail, beauty or wellbeing background, or you may bring strong experience from another people-facing role. If you have brilliant people skills, warmth, confidence, practical ability and the drive to help us make this service work, we would be delighted to hear from you.

Best wishes,

Connor James

Chief Officer



About us

At Age Cymru West Glamorgan, we believe everyone should be able to age well and enjoy life. We provide trusted, person-centred support that empowers older people and carers across Swansea, Neath Port Talbot, and Bridgend.

2025-26 marked our 50th anniversary - a milestone that reflects decades of resilience, compassion, and growth. Today, we deliver a range of life-changing services:

- Information & Advice, accredited with the Advice Quality Standard.
- Dementia Support, including Pathfinder and At Home Respite services.
- Independence & Wellbeing, from foot care to affordable Lasting Power of Attorney support.

Our Vision

Our Vision is that everyone in Swansea, Neath Port Talbot and Bridgend is able to age well and enjoy life.



Our Mission Statement

Age Cymru West Glamorgan is a local charity that delivers trusted, quality-assured and person-centred support that promotes wellbeing and empowers people to age well.

Our Values

Age Cymru West Glamorgan's values are to ensure that we **C.A.R.E**

Centred - We put our clients at the heart of everything we do, ensuring our services are relevant and appropriate.

Adaptive - We see the individual, delivering person-centred, quality-assured and outcome-focused services.

Responsive - We listen, learn and take action based on feedback.

Efficient - Donations are a gift; we constantly strive for efficiency and effectiveness to make sure nothing is wasted

Our Culture

Age Cymru West Glamorgan is building a culture of freedom and responsibility that allows staff and volunteers to maximise their individual strengths in a collective effort to achieve our vision. We work together to deliver the highest quality services, tailored to the individual needs of our clients. Staff and volunteers feel empowered to make decisions based on a clear understanding of their boundaries and with our values at their core.

Freedom means:

- Being empowered to innovate, problem solve and make decisions
- Confidently but respectfully challenging, questioning, and giving feedback on decisions/actions, particularly those you feel may not fit with our values
- Continually evolving services to meet the needs of our clients and the challenges of the organisation
- Communicating in an open and honest way.

Responsibility means:

- Keeping our values at the core of everything you do
- Taking ownership of your decisions and being comfortable in receiving open and honest feedback with a view to continually improve
- Knowing and remaining within the boundaries of your role
- Understanding how you and your work are contributing to operational, annual and 3-year plans.



Our Strategy

We are working through our current three-year strategy, which focuses on four key aims: Sustain, Support, Enhance and Empower. These aims guide our work, shape our annual business plan, and help everyone at Age Cymru West Glamorgan understand how their role contributes to our wider vision.

Our four Aims are:

- **Sustain** – Sustain a highly skilled, versatile team and robust infrastructure that empowers the charity to efficiently achieve its vision.
- **Support** – Provide a quality-assured Information and Signposting service that takes time to actively listen to clients' needs, guiding them to relevant support and safeguarding clients from abuse.
- **Enhance** – Cultivate a thriving volunteer community, proudly embracing our charity status, sharing our impactful story, and actively seeking donations which are crucial for achieving our Vision.
- **Empower** – Deliver sustainable services that empower older people to actively embrace, enjoy, and shape their later lives, fostering inclusive spaces, community networking, and celebrating the joys of ageing, while respecting the unique individuality of each person.



Sustain



- Employer of Choice
- Contracts
- Governance
- Infrastructure



Support



- Information
- Signposting
- Safeguarding



Enhance



- Volunteers
- Donations
- Income Generators



Empower



- Advice
- Outreach
- Befriending
- Activities

Role Brief

Location: Age Cymru West Glamorgan, Swansea office

Hours/working pattern: Up to 18 hours per week, to be agreed

Salary: £13.45 per hour, in line with the current Real Living Wage rate.

Contract: 12-month fixed-term contract

Start date: TBC

Age requirement: Applicants must be aged 18 or over. This is because the role will involve lone working with clients and responsibility for following agreed safety, safeguarding and service procedures.

Benefits:

- **Generous annual leave package** - of up to 31 days plus bank holidays, starting at 26 days and increasing with each year of service, up to five years.
- **Enhanced pension scheme** - minimum 5% employer contribution, with matched contributions up to 8%.
- **Paid carers' leave** - up to 5 days per year to support employees with caring responsibilities.
- **24/7 Employee Assistance Programme** - free access to counselling, financial advice, legal advice and wellbeing support.
- **Practical flexibility** - including agreed time off in lieu where needed to help balance work and personal commitments.
- **Supportive induction and paid training opportunities** - helping you settle into the role, build confidence and continue developing your skills.
- **Unlimited tea and coffee** — and usually a biscuit or two if the team has not got there first.

The purpose of the fixed-term contract is to test whether the service can build enough demand, deliver an excellent client experience and generate sustainable income. If the pilot is successful, the charity's ambition is to consider continuing and expanding the service, including the range of appointments offered and future delivery locations.

The pilot will not stand still. We will listen to clients, review feedback, monitor bookings and adapt the offer where there is a clear need or opportunity. This reflects how Age Cymru West Glamorgan works: we listen, learn, respond and shape services around what older people tell us they need and want.

Continuation beyond the fixed-term period will depend on demand, client feedback, income, safe delivery and the overall success of the pilot.

Purpose of the Post

Age Cymru West Glamorgan is launching a new manicure and pedicure-style wellbeing service for older people. We want to create a warm, welcoming, stylish and enjoyable experience that helps people feel good, confident and valued.

The role will initially focus on delivering manicure and pedicure-style appointments, including nail tidying, filing, moisturising and simple nail colour, such as block colour polish, where appropriate. This is a beauty and wellbeing role, not podiatry, chiropody or medical foot care, and anyone needing clinical or more complex foot care will be redirected to the appropriate service.

This pilot is about proving the concept, learning what people want and building a service that can grow. The right person will help create a brilliant client experience, encourage repeat bookings and feedback, and support the development of a sustainable income stream for the wider work of Age Cymru West Glamorgan.

About the Person We Are Looking For

We are looking for someone with exceptional people skills who is warm, positive and confident helping older people feel relaxed, welcomed and at ease. You will need to enjoy spending time with people, listen carefully, notice the small details, and take pride in creating a calm, friendly and high-quality appointment from start to finish.

The service will welcome clients with a range of communication styles, access needs and health conditions, so you will need to adapt naturally, patiently and respectfully. You will not be expected to give advice or solve issues, but you will need to recognise when something

may need to be recorded or passed on under Age Cymru West Glamorgan procedures, particularly where there may be a safeguarding concern.

As this is a new pilot, we are also looking for someone with drive and flexibility; someone who is motivated to help the service learn, improve and grow. You will understand the importance of rebooking, client feedback, word-of-mouth and repeat appointments, while helping to create a service that older people value, return to and recommend.



What Success Looks Like

The main measure of success will be proving, as quickly as possible, that this service works and can become a permanent part of Age Cymru West Glamorgan.

Success will mean building demand, generating repeat bookings and showing that clients value the service enough to return and recommend it to others. It will mean clients leave feeling welcomed, confident and pleased they came, while also helping us demonstrate that this can become a sustainable new income stream for the charity.

We want this pilot to move with pace. We will monitor bookings, completed appointments, client feedback, repeat use, income generated and opportunities for growth. If demand is strong, we will not wait until the end of the fixed-term period to consider how the service could develop. We will use what we learn to improve the offer, expand the range of treatments where appropriate, and explore whether the service could be delivered in more locations.

This role is ideal for someone who wants to deliver practical, people-focused beauty and wellbeing appointments while helping a charity build a successful, valued and income-generating service for the long term.



Key Responsibilities

The postholder will:

1. Deliver manicure and pedicure-style beauty and wellbeing appointments for older clients, including nail tidying, filing, moisturising and simple nail colour, such as block colour polish, where appropriate and within the agreed service boundaries.
2. Create a warm, calm, stylish and enjoyable client experience.
3. Help clients feel comfortable, listened to, valued and not rushed.
4. Communicate naturally and respectfully with clients with different communication styles, access needs or health conditions.
5. Maintain excellent hygiene, cleanliness, presentation and infection control standards at all times.
6. Prepare and maintain a welcoming appointment space, including room set-up, cleaning, stock checks and preparation between appointments.
7. Complete basic client checks before or during appointments to ensure the service is suitable.
8. Recognise when a client's requirements may fall outside the service and seek advice or redirect appropriately.
9. Maintain the clear boundary between this service and podiatry, chiropody or medical foot care.
10. Recognise when a client shares sensitive information or raises something that may need to be recorded or passed on under Age Cymru West Glamorgan procedures, including possible safeguarding concerns.
11. Encourage rebooking, client feedback and repeat use of the service.
12. Help build client confidence in the service through excellent communication and a consistently positive experience.
13. Listen to client suggestions and help identify future opportunities to develop the service.
14. Support promotion of the service where appropriate, including helping raise awareness with clients, community contacts and local groups.
15. Contribute ideas and feedback to help shape, improve and grow the service as it develops.
16. Understand that the service must deliver both a brilliant client experience and sustainable income for the charity.
17. Represent Age Cymru West Glamorgan positively and professionally at all times.
18. Undertake any training required before delivering appointments independently.

Qualifications and Training

What we are looking for

We would ideally like applicants to hold a qualification in nail technology, nail services, beauty therapy, manicure or pedicure (for example, NVQ Level 2 in Nail Services or Beauty Therapy, or an equivalent qualification).

Applicants with relevant qualifications and experience delivering manicure or pedicure-style treatments will be able to move more quickly into delivering appointments independently, subject to induction and competency checks.

The role may involve periods of lone working with clients, once training, induction and competency checks have been completed. You will be expected to follow agreed procedures, work within clear service boundaries and seek support where needed.

Not yet qualified?

We are also open to applications from people who do not yet hold a manicure or pedicure qualification, if they have strong relevant experience and the right personal qualities.

For this role, the right person matters most.

You may have experience in beauty, nails, spa, wellbeing, health, social care, community services, hospitality, activities, customer service or another role where you have worked directly with people and understand the importance of presentation, hygiene, trust and a positive client experience.

If you are not yet qualified, Age Cymru West Glamorgan will arrange appropriate manicure and pedicure training before you deliver appointments independently.

No client appointments will be delivered independently until you have completed all required training, including internal induction, infection control training and competency sign-off.

Essential Knowledge, Skills and Experience

The successful candidate will need:

- exceptional people skills and a warm, calm and confident manner;
- confidence communicating naturally and respectfully with older clients;
- confidence welcoming clients with different communication styles, access needs or health conditions, including people who may be hard of hearing, have a speech impairment or be living with dementia;
- confidence recognising when sensitive information or a possible safeguarding concern may need to be recorded or passed on under agreed procedures;
- a genuine motivation to help people feel good, confident and valued;
- pride in delivering a high-quality client experience;
- strong attention to detail;
- good practical skills and confidence carrying out precise hands-on tasks;
- high standards of hygiene, cleanliness and presentation;
- the ability to work within clear boundaries;
- the confidence to recognise when something is outside their role and seek advice;
- a positive and flexible approach to working in a new pilot service;
- motivation to help build a successful and sustainable service;
- confidence encouraging rebooking, client feedback and service promotion;
- willingness to complete training and development as required.
- aged 18 or over, due to the lone-working requirements of the role;
- able to work safely and confidently within lone-working, safeguarding and service procedures;
- a full driving licence and access to a vehicle for work purposes, as the role will involve travelling to appointments and community locations.

Desirable Knowledge, Skills and Experience

It would be helpful, but not essential, for applicants to have:

- Level 2 or above in Nail Technology, Nail Services, Beauty Therapy or equivalent;
- previous experience delivering manicures, pedicures, nail care, hand care, foot care, beauty, spa or wellbeing treatments;
- experience working with older people, disabled people, unpaid carers or people with different access needs;
- experience in a salon, spa, health, social care, hospitality, community or wellbeing setting;
- experience helping to build, promote or improve a new service, activity or offer;
- Welsh language skills.



Equality and Inclusivity

At Age Cymru West Glamorgan, we believe diversity and inclusivity are key to a successful and innovative team. We value and celebrate difference, recognising that varied experiences, perspectives and backgrounds strengthen our work. We see each individual, whether staff, volunteer or client, for who they are and the experience they bring.

As a values-based charity, we understand that education isn't for everyone and that lived experiences are just as valuable as formal qualifications. We encourage and welcome applications from candidates of all backgrounds and experiences. Our focus is on the skills, passion, and commitment that each candidate brings to the table, as we work towards creating positive change and making a difference in people's lives.

We are committed to being an equal opportunity employer and do not discriminate based on race, ethnicity, ancestry, national origin, religion, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information, marital status, or any other legally protected status.

If you share our vision and are passionate about making a difference in the lives of older people in our communities, we encourage you to apply and join us in our mission. We are looking for candidates who are compassionate, dedicated, and driven, and who share our commitment to improving the lives of older people in West Glamorgan.



How to Apply

Recruitment Stages

We know that not everyone is at their best in a traditional application or formal interview process. For this role, we are interested in your people skills, values, practical approach, motivation and potential to help us build a brilliant service.

Our recruitment process is designed to give candidates different ways to show what they would bring to the role.

Stage 1: Indeed Application

Deadline: 9:00am on Monday 13 July 2026

Please apply through Indeed by submitting your CV and answering a small number of short application questions.

[Click here to apply.](#)

These questions will help us understand why you are interested in the role, what relevant experience you have, and what excites you about helping to launch a new beauty and wellbeing service for older people. We do not expect perfect application answers. We are looking for warmth, motivation, relevant experience and a genuine interest in the role.

Stage 2: Telephone Conversation

Rolling interviews until Tuesday 14 July 2026

Shortlisted candidates will be invited to a short telephone conversation.

This will be a relaxed conversation to help us understand more about you, your experience, your communication style and your interest in the role. It will also give you the opportunity to ask questions and decide whether the role feels right for you.

Stage 3: Final Interview and Practical Client Experience Task

Taking place on Wednesday 22 and Thursday 23 July 2026

Candidates who progress beyond the telephone stage will be invited to our Swansea office for a short interview and practical task. Our friendly team will welcome you to the office, explain what to expect, and do our best to help you feel comfortable and relaxed.

This stage is designed to help you show us how you connect with people, your approach to the role, and what you could bring to the service.

Fairness and Adjustments

All candidates will be assessed against the same role requirements, using the same core criteria.

We will ask candidates whether they need any reasonable adjustments at each stage of the process. If there is anything that would help you take part fully and comfortably, we would encourage you to let us know.

The final decision will be based on the requirements of the role, including communication, client experience, values, practical potential, service-building mindset, hygiene awareness and motivation to help the service succeed.

Any offer will be subject to satisfactory references, right to work checks and any other checks required for the role, where applicable.



Informal Conversation

We would be very happy to have an informal conversation with anyone who is interested in the role and would like to find out more before applying.

This could be a chance to ask questions about the role, the service, the recruitment process or whether your experience may be a good fit.

Please contact us on 01792 648866 and ask for Connor James or email enquiries@agecymruwestglamorgan.org.uk .

Registered charity number 1140989.

