



## **Module 22: Employees and Staffing**

- How to advertise for staff
- Employment law basics
- How much to pay staff
- How to train your staff

**By the end of this chapter, you will know:**

- How to advertise for staff
- The best way to interview candidates
- How much to pay staff
- Employment law basics
- How to train your staff
- About holidays and holiday entitlement
- Staff motivation

### **22.1: Introduction**



No salon is a one-person venture, which means you need to focus on staffing and hiring.

Hiring staff is a delicate process. In addition to ensuring you get the right staff, you need to accommodate other aspects of their life, such as families and disabilities.

In addition, you need to continue to manage their needs for the duration of their employment. In order to do this, you need to have a basic understanding of legal and HR processes, which you will then use to keep your staff happy.

## 22.2: Hiring Staff



**You are ready to hire some staff, now what?**

First, you need to decide on the most appropriate form of advertising. The method you choose is likely to be determined by your budget.

While some options are essentially free, they may not attract a broad enough range of potential employees for you to find the best candidates. In contrast, those that do have a large catchment can soon become expensive, which means it is down to you to strike the right balance.

## **So what are your options?**

### **You might want to consider the following:**

- Advertising in your salon window during the pre-opening phase. If you are in a town centre, this can be pretty effective.
- Using a local newspaper. In a job market that appears to be constantly struggling, this usually generates a fair bit of attention.
- Word of mouth. This is free, but may not attract as many candidates as you would like.
- Advertising on job sites like Jobs.co.uk. This does come with up-front costs that are occasionally heavy but is worth it when you attract a broad range of candidates
- Contacting your local job centre. This is a highly effective option.

After advertising the position, you need to find a day or two to interview. Try not to interview alone, as you need impartial input from others when selecting a candidate.

## **22.3: Interviewing Candidates**

**Interviews can be scary, not just for the candidates, but for the prospective employer.**

Not only are you assessing them, but they are assessing you.

### **As such, you need to do the following:**

- Get organised. If an excellent candidate walks into your business with the feeling that it is a disorganised venture, they are unlikely to want to work for you.
- Read the candidate's CV and pick points out that you want to ask them questions on.
- Arrange generic and specific questions that step away from their CV's content.
- Make sure you explain the role fully at the beginning of the interview and what you will expect of the candidate. At the end, give them the opportunity to ask you some questions.
- Give them the chance to perform some sort of test. For example, you might want to ask them

to complete a manicure.

Looking at the above, it is clear you will need to organise your time adequately. Allow an hour for each candidate; this should give you time to explain the role, the interview portion, as well as time for them to ask you some questions at the end.

## **22.4: Knowing How Much to Pay Staff**

**How you pay your staff can be set in several ways.**

First, there is no getting around minimum wage laws. Ignoring them is not just unfair, it is illegal.

As you may or may not have noticed in the news, the minimum wage is uniform across the UK but does not always offer a comfortable standard of living in all areas.

If you want to attract staff that are experienced and ensure your job is their only job, you might want to consider a living wage.

The living wage is the minimum a candidate needs to cover their basic cost of living. You are, of course, not legally obligated to provide it, but you may wish to do this anyway in the name of being fair.

[You can find the latest National Minimum Wage rates and National Living Wage rates here](#)

In addition to knowing how much you are going to pay your staff, you need to manage PAYE. PAYE is Pay As You Earn tax, which means you pay the employees' tax as they earn it. This is not optional; it is a legal requirement. Out of the employees' tax and wages, you need to set aside enough to cover income tax and VAT, and then pay it at legally required intervals.

If PAYE is something you struggle with, you might want to consider using the services of an accountant.

## 22.5: Employment Law Basics



**In order to hire someone legally, you need to pay attention to the basics of employment law.**

This includes checking someone has the legal right to live and work in the UK. If you hire someone knowing there is a chance that they may not be able to work legally in the UK, you can face heavy fines and criminal prosecution.

In addition to this, you need to arrange employers' liability insurance. This does not just protect your employees; it protects your financial and legal interests. Once you have hired the right candidate(s), you need to create a contract, which you will then send to them. They need to sign this contract and return it to you, preferably with an independent witness. After this, you both need to keep a copy.

Finally, you need to let HMRC know that you have a new member of staff. This is something you can do up to four weeks before you first pay them.

## 22.6: Training Your Staff

**Training is not just something employers do because they feel it is necessary, it is very much a legal requirement.**

As such, you need to make sure training is your number one priority when you hire a new staff member. When a new employee comes to you, they should already possess the nail technology basics.

**You are going to have to build on this by doing the following:**

- Make sure they fully understand what their role is. This includes letting them know what they have to do, what they do not have to do, and what they simply must not do.
- Let them know what your salon policies are regarding health and safety, as well as hygiene.
- Introduce them to your product range, and any approaches you wish for them to take while delivering treatments, and let them know about risk assessment processes.

Training is very much unique to each salon, but an absolute necessity regardless of how big or small your venture is.

## 22.7: Creating a Staff Duty List

Creating a list of staff duties is one of the best ways to underpin the training you provide. Also known as a job description, this is the most effective way to ensure your members of staff know what is expected of them.

### **Your employee needs to know the following:**

- What their role is within the company, e.g. nail technician
- Who they should be reporting to
- What their responsibilities are
- What they are not to do

In some cases, you may employ individuals who are solely responsible for a particular task.

**For example:** If you hire a cleaner, you may choose to designate them as the only person who cleans. However, if you hire a manicurist, you may want to make it clear that their role is also to offer pedicures. In the case of the cleaner, you would also let them know that they are not to deal with clients and their treatments, as they have not received the right training.

From time to time, you may want to give more duties to members of staff. This may sometimes involve extra training, especially when the new duties involve a new skill.

## 22.8: Holidays and Holiday Entitlement in the UK



**Unless you are employing someone on a zero-hour contract, they are entitled to paid time off for their holidays.**

Almost all workers are entitled to approximately 5.6 weeks of holiday. If you so wish, you can write the contract so that this time includes bank holidays, or you can tack them on at the end.

In terms of workers who work for you five days a week, they are entitled to 28 days paid holiday per year. This is known as annual leave. When it comes to part-time workers, you multiply the number of days they work per week by 5.6. For example, if a part-time worker works 3 days per week, you multiply this by 5.6 to get 16.8 days of paid annual leave.

If your employees work regular hours but are classed as employed rather than zero hours, you can visit the HMRC website to use their irregular hour annual leave contract.

As an employer, you do not have to class bank holidays as part of your employees' annual leave. You are also free to give them more than their statutory rights in terms of holidays. Some employers choose to do this to attract the best calibre candidates.

## 22.9: Dress Code at Work

**You have a couple of options when it comes to setting a dress code at work.**

First, it is highly recommended that you establish a uniform. Doing this is central to your branding, it allows those who visit the salon to distinguish between staff members and other visitors, and it adds to the sense of professionalism at your business.

**In addition to setting a uniform, you may also want to clarify the following with your staff:**

- The type of shoes you expect them to wear. Make it clear whether you need a particular colour, heel, or style. Bear in mind that some staff members may need a little flexibility here.
- Whether you need them to stick to a particular colour with regards to the clothes they will be wearing under their uniform.
- What type of jewellery is permissible and whether they can wear it at all times during working hours.

Do remember, in the interests of fairness and meeting your legal obligations, you probably should not ban religious artefacts. While the law is sometimes unclear in this area, banning items can land you in legal hot water.

## **22.10: Encouraging Team Work and Motivating Your Staff**

**Your staff members may be unique individuals, but that does not mean they should always be working separately from each other.**

When staff members do not get on or cannot support each other, productivity begins to slow. Not only that, but you will also find that your image becomes less professional. There are several ways you can encourage better teamwork between staff members.

**This includes doing the following:**

- Whenever a new team member joins, welcome them properly. Ensure there is a brief meeting where everyone is introduced. You might even want to take the time to have some coffee and cake with them.
- Make sure your staff always feel appreciated and valued. Staff who feel appreciated are more productive, and they are more likely to step outside of their role and help others.
- Lead by example and ensure those leadership qualities remain firm. This means being the first person at your salon and the last person to leave. Of course, you are entitled to take time off and leave matters in the hands of your reliable staff at times, but if you are going to expect them to cope, you need to be a good leader.
- Make sure you train your staff on a regular basis. If their skills need updating to meet changes in the industry, invest in them. You may also want to send the team on a personal development course every so often.



- Communicate with all staff members regularly. Let them know if you have any concerns and encourage them to come to you with their concerns. With open communication comes honesty, trust, and teamwork.

Now that you understand a little more about employment, you can consider all your options carefully.

Remember, the time you invest in finding the right employees now can save you a lot of headaches in the future. The same can be said for money.

If you are ever unsure as to where you stand legally when it comes to employment, you do have a couple of options. You may want to consider talking to an organisation like ACAS, which offers advice to both employees and employers. Alternatively, you can choose to use the services of a solicitor. Doing this ensures you do not find yourself on shaky ground as far as employment is concerned.

## **Go and Practice**

*Estimated time: 20 minutes*

Print out the attachment below and complete the list of possible interview questions and staff motivation techniques.

[Download Worksheet](#)

## **Summary**

If you are going to run your own salon, you will require some staff. During this module, you learned all about hiring and interviewing staff.

You then explored how to train your staff, as well as legal issues like basic employment laws and pay. To finish, you focussed on holidays, team motivation, and the public bodies you can contact

when you are in need of employment law advice.

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