Sovarel Village

# We're Hiring!



JOB SPECIFICATION DOCUMENT: **THERAPIST SUPERVISOR**

## 1. Position Overview

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| **Position** | Therapist Supervisor |
| **Department** | Wellness & Therapy Operations |
| **Location** | Sovarel Village — Gurugram (Two Centres) |
| **ReportsTo** | Center Manager |
| **Employment Type** | Full-Time, On-site |

## 2. Job Purpose

The Therapist Supervisor is the custodian of Sovarel's signature ritual standards. This role is responsible for hiring, training, and continually upskilling the therapist/healer team so that every massage and ritual delivered — across both centres — meets the exact Sovarel standard, every single time.

## 3. Key Responsibilities

### Hiring & Team Building

- Source, interview, and select therapists/healers who meet Sovarel's skill and grooming standards.
- Conduct practical skill assessments (hands-on massage evaluation) before onboarding.

### Training & Standardisation

- Train new and existing therapists across all Sovarel signature massages and rituals to ensure absolute consistency in technique, pressure, sequencing, and guest experience.
- Conduct periodic refresher and upskilling sessions on new therapies added to the Sovarel menu.
- Maintain and update Sovarel's internal training manual/SOP for therapy delivery.

### Quality Control

- Conduct regular audits and silent checks of therapy sessions to ensure SOP adherence.
- Address guest feedback related to therapy quality with immediate coaching and correction.
- Monitor hygiene, product usage, and treatment-room protocols during service delivery.

### Scheduling & Team Management

- Prepare therapist duty rosters in coordination with the Center Manager based on guest bookings and demand.
- Mentor therapists on grooming, discipline, and guest communication etiquette.

## 4. Eligibility Criteria

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| **Gender** | Female |
| **Experience** | 5–7 years in the luxury wellness, hotel, or spa industry, with prior experience training or supervising therapists |
| **Education** | Certified in Massage Therapy / Spa Therapy (Diploma or equivalent professional certification required) |
| **Languages** | Fluent in Hindi and English (spoken & written) |

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| **Age Group** | 28–40 years (indicative) |

## 5. Skills & Attributes

- Expert-level, hands-on proficiency across all major massage modalities (Ayurvedic and international techniques)
- Strong training and mentoring ability
- High attention to detail and consistency in quality control
- Firm but fair people-management skills
- Deep understanding of hygiene protocols and spa safety standards

## 6. Compensation & Benefits

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| **Fixed Salary** | Best in industry, based on experience and skill assessment |
| **Incentives** | Performance-linked incentive tied to team quality scores and guest satisfaction |
| **Insurance** | Group health insurance coverage as per company policy |
| **Annual Bonus** | Performance-linked annual bonus |
| **Accommodation** | Company-provided accommodation |
| **Other Benefits** | Complimentary wellness sessions, professional development support |

## 7. Growth Path

This role is a direct pathway to Training Head / Regional Therapy Standards Lead as Sovarel Village scales to additional centres.