

# Join us

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Open Out is recruiting an **Administration Officer** for our Community Hair Space.

Apply here. (<https://openouthair.com/join>)

We are seeking a new team member to support the administrative needs of our busy hairdressing shop floor and to ensure the smooth operation of our social enterprise Community Interest Company (CIC) for stylists, clients, and visitors.

In line with our ethos, we actively welcome and encourage applicants from diverse backgrounds, including LGBTIQ+ individuals, people with access needs, and people of the global majority.

## **About Us**

Open Out is a hairdressing service for people of all genders and sexualities driven by people, not profit. At our heart is a commitment to listening to clients, creating space for self-identification, and ensuring our services remain affordable. We particularly focus on welcoming people who feel underserved in hair industries on account of their gender and sexual

orientation, and who are seeking a place to get a haircut that is supportive, positive and congruent with how they identify. We value gentleness and supportiveness, and we don't subscribe to traditional concepts of gendered or standardised beauty industry haircuts. Clients pay what they can afford, with guidelines for pricing being clearly communicated to support their decision. All employees, including Directors, receive equal pay, and as a registered Community Interest Company all our profits are invested back into the LGBTIQ+ communities we support. The decisions we make are centred on meeting the needs of various LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning) communities and we are primarily concerned with the social benefits our business provides.

Watch our short video (<https://openouthair.com/open-barbers-new-film/>) featuring a few of our clients to find out more.

### **About the role**

This position plays a key role in supporting the administrative operations of Open Out, ensuring compliance to organisational, technical, and legal standards. The administration officer will work closely with the Director to maintain efficient day-to-day functions, assist the hairdressing team and room

hirers, and help create a welcoming environment for clients. Through effective and professional administrative support, they will contribute to Open Out's mission and strategic objectives.

We value teamwork, compassion, and attention to detail. Strong client care, administrative reliability, and mutual support are essential. Team members are expected to be committed to the needs of Open Out, clients, and colleagues.

## **Key Responsibilities**

- Manage client and general enquiries through the email inbox, phone calls and social media
- Welcome clients into the salon and assist them with making follow up bookings and paying for services
- Oversee the booking system and stylist schedules
- Manage chair and room hire, invoicing freelancers and responding to new hire enquiries
- Be responsible for the safe and secure opening and closing of the salon when required
- Support financial processes, including assisting with payroll and expenses
- Coordinate annual compliance training (health & safety, HR, finance)
- Assist with planning staff events, including the annual winter gathering
- Coordinate day-to-day salon cleaning and

- maintenance and annual servicing as required
- Organise operational employee training (e.g first aid/ fire marshal) on a regular schedule
- Maintain website and social media content, ensuring information is accurate and up to date
- Regularly review IT systems and support upgrades when required
- Support the Director with data collection for annual reports and newsletters
- Attend training as required (generally with time off in lieu)
- Perform other reasonable duties as needed

## **Person specification**

### Essential Criteria

- Strong organisational abilities, including managing staff schedules, shift planning, and maintaining accurate leave records.
- Demonstrated experience in calendar coordination and meeting deadlines.
- Competence in maintaining health and safety documentation
- Familiarity with using online booking platforms
- Confident using a variety of digital tools, including IT systems, administrative software, Microsoft Office and social media platforms
- Capable of taking responsibility for opening and

closing the premises

- Excellent interpersonal and communication skills, both written and verbal
- Ability to think on your feet, solve problems, and take initiative under pressure
- High attention to detail, reliability, and punctuality as a team member
- A strong alignment with Open Out's mission as a community-focused hair space primarily serving LGBTQ+ individuals

### Desirable Criteria

- Experience in front-of-house or reception roles, including responding to emails, engaging with customers in person or by phone, and processing payments
- Proven administrative skills in financial record-keeping, petty cash handling, and tracking payments in and out
- Previous experience working in a hair salon or barbershop environment
- Basic understanding of hairdressing or barbering techniques
- Recognised qualifications in Business Administration

This is a majority salon-based role, but some homeworking may be permitted based on the needs of the salon. Working hours will be flexible, working

up to 20 hours per week across a Monday-Saturday week.

The pay rate is £14.50 per hour (annual salary of £30,160 pro rata)

Employees are entitled to 28 days of paid holiday on a pro-rata basis

The hours, location and duties of the role may be flexible for the right candidate.

### **Application procedure**

Please complete the application form (<https://openouthair.com/join>) and include any information regarding access requirements, so we can ensure an inclusive application process that supports individuals with different access needs.

To receive an alternative format of application form (including a large print application pack) or discuss other accessibility needs, please email [openouthair@gmail.com](mailto:openouthair@gmail.com) (<mailto:openouthair@gmail.com>) and we will do our best to accommodate your requirements.

For any questions regarding the role or the application process, feel free to email us.

Applicants will be shortlisted based on how well they meet the job description and person specification. Shortlisted applicants will be required to attend an

interview with an Open Out Director and a senior stylist. As part of the interview you will be required to carry out some short administrative tests using software typical of the work required at Open Out.

**Application Deadline: 2pm, Monday 28th July 2025.**

**Interviews will take place on Thursday 7th August between 10am and 5pm.**