

Salon manager Job Description

A free job description template for the Hair and Beauty industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This salon manager job description template is designed to reflect Australian workplace standards and hair and beauty industry practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment laws.

1. Position overview

A salon manager runs the day-to-day operations of a hair or beauty salon. The role blends leadership and administration with front-line service — managing the team and the client experience while keeping the business running smoothly and profitably.

Typical responsibilities span staff rostering and supervision, managing bookings and client flow, stock and retail management, cash handling and reporting, hiring and onboarding new team members, training, and workplace health, safety and hygiene compliance. Many salon managers also still service clients on the floor between their management duties.

In Australia, salon managers are generally covered by the Hair and Beauty Industry Award 2020 (MA000005), typically classified at Level 6, with a separate manager's allowance paid whenever they are placed in charge of a salon.

This template provides a foundation for creating a clear, compliant job description that attracts capable candidates. Once hired, manage your team efficiently with rostering software and HR software.

2. Key responsibilities

Staff rostering and supervision

Building fair, cost-effective rosters, supervising stylists and beauticians, managing shift changes and leave, and leading the team on the floor.

Bookings and client flow

Managing the appointment book, balancing walk-ins with bookings, minimising wait times and resolving client complaints professionally.

Stock and retail management

Ordering professional and retail products, managing inventory, driving retail sales and maintaining supplier relationships.

Cash handling and reporting

Processing payments, reconciling the till, banking takings and reporting on sales, wages and salon performance.

Hiring, onboarding and training

Recruiting new staff, running inductions, coaching the team on services and sales, and supporting apprentice development.

Compliance and hygiene

Maintaining workplace health and safety, infection control and hygiene standards, and ensuring the salon meets its award and regulatory obligations.

3. Skills and attributes

- Leadership: Ability to motivate, coach and manage a team of stylists and beauticians while leading by example on the floor.
- Communication: Clear, professional communication with clients, staff and suppliers, plus strong complaint-resolution skills.
- Commercial awareness: Understanding of wage costs, retail sales targets and salon profitability, with the ability to act on the numbers.
- Organisation: Managing rosters, bookings, stock and back-office admin while keeping the floor running smoothly during busy periods.
- Service excellence: A genuine focus on the client experience and high standards of presentation, hygiene and quality throughout the salon.
- Reliability: Consistency, accountability and sound judgement in cash handling, compliance and day-to-day decision making.

4. Qualifications and requirements

Qualifications for a salon manager vary by salon type and size. Some are mandatory, while others are preferred or desirable.

- Cert III/IV in Hairdressing or Beauty — A trade qualification is usually expected, though not always mandatory for management roles
- Salon management experience (required) — Proven experience running or supervising a salon or comparable service business
- Working rights (required) — Eligibility to work in Australia
- First aid certificate — Current first aid certification is desirable
- Business or retail training — Training in retail, sales or small business management is advantageous

5. Working conditions

- Salon environment with full weekend and late-night trading
- Split focus between the salon floor and back-office administration
- Standing for extended periods when servicing clients
- Exposure to salon chemicals, dyes and treatment products
- Fast-paced conditions during peak booking periods
- Compliance with uniform, presentation and hygiene standards

6. Award information

Hair and beauty industry award 2020

Most salon manager positions in Australia are covered by the Hair and Beauty Industry Award 2020 (MA000005). This modern award sets minimum pay rates, penalty rates, allowances and conditions for salon employees. View current Hair and Beauty Award pay rates.

Salon managers are typically classified at the highest level of the award — Level 6 — which for FY2026/27 is \$32.00 per hour. Casual employees receive a 25% loading on top of the base rate. Penalty rates apply for weekend and public holiday work: Saturday at 133%, Sunday at 200%, public holidays at 250%, and overtime at 150% or 200%. Use award interpretation software to calculate pay accurately.

Manager's allowance

Separately from the Level 6 base rate, the Hair and Beauty Industry Award provides a manager's allowance of \$55.96 per week. This allowance is paid whenever an employee is placed in charge of a salon, on top of their ordinary classification rate — so a salon manager on Level 6 receives both the Level 6 hourly rate and the weekly manager's allowance.

Make sure your payroll reflects both components. Confirm the current allowance and classification rates on the Hair and Beauty Award pay rates guide before finalising an offer, as they are reviewed by Fair Work each financial year.

7. Frequently asked questions

About the role

Q: What does a salon manager do?

A salon manager runs the day-to-day operations of a hair or beauty salon. This includes staff rostering and supervision, managing bookings and client flow, stock and retail management, cash handling and reporting, hiring, onboarding and training, and WHS and hygiene compliance. Many salon managers also continue to service clients on the floor between their management duties.

Q: What award covers salon managers in Australia?

Most salon manager positions are covered by the Hair and Beauty Industry Award 2020 (MA000005). This modern award sets minimum pay rates, penalty rates, allowances and conditions for hair and beauty salon employees. Always confirm the correct award applies to your specific business.

Q: What classification level should I use for a salon manager?

Salon managers are typically classified at Level 6, the highest classification under the Hair and Beauty Industry Award. For FY2026/27 the Level 6 base rate is \$32.00 per hour. In addition, a manager's allowance is paid whenever the employee is placed in charge of a salon. See our Hair and Beauty Award pay rates guide for current rates.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay can attract more applicants and set clear expectations. You can reference the Level 6 award rate plus the manager's allowance, or use phrases like 'Award rate plus manager's allowance and penalties.' Check the current Hair and Beauty Award rates for guidance.

Award and pay

Q: What is the manager's allowance under the Hair and Beauty Award?

The Hair and Beauty Industry Award (MA000005) provides a manager's allowance of \$55.96 per week, paid whenever an employee is placed in charge of a salon. This is paid on top of the employee's ordinary classification rate — so a salon manager on Level 6 receives both the Level 6 hourly rate and the weekly manager's allowance. Confirm the current figure on the Hair and Beauty Award pay rates guide, as it is reviewed each financial year.

Q: How much does a salon manager earn under the award?

A salon manager is typically classified at Level 6, which for FY2026/27 is \$32.00 per hour under the Hair and Beauty Industry Award. On top of this, the manager's allowance of \$55.96 per week applies when they are in charge of the salon. Casual employees receive a 25% loading on the base rate. Use award interpretation software to calculate total pay accurately.

Q: What penalty rates apply to salon staff?

Under the Hair and Beauty Industry Award, penalty rates apply for Saturday work (133%), Sunday work (200%) and public holidays (250%). Overtime is paid at 150% for the first hours and 200% thereafter. Casual employees receive a 25% loading in place of leave entitlements. Try our overtime and penalty rate calculator to estimate costs.

Q: Is the manager's allowance affected by casual loading or penalties?

The manager's allowance is a separate weekly amount paid for being in charge of a salon, distinct from the hourly base rate that penalty rates and casual loading apply to. Always check the Fair Work Hair and Beauty Award pay rates guide for exactly how each component is applied in your circumstances.

Qualifications

Q: Does a salon manager need a hairdressing or beauty qualification?

A Cert III or IV in Hairdressing or Beauty is usually expected, especially where the manager still services clients, but it is not always mandatory for the management role itself. Proven salon management or supervisory experience is often weighted just as heavily. Decide what your salon needs and mark qualifications as essential or desirable accordingly.

Q: What experience should I require for a salon manager?

For most salon manager roles, prior management or senior supervisory experience in a salon or comparable service business is essential. Look for a track record in rostering, team leadership, retail sales and client service. Business, retail or small business training is a valuable extra. Avoid over-specifying so you don't unnecessarily limit your candidate pool.

Q: Do salon managers need working rights and other certificates?

Yes — eligibility to work in Australia is a mandatory requirement. A current first aid certificate is desirable, and training in retail or small business management is advantageous. Confirm any state or local requirements that apply to your salon's services and location.

Q: Can I promote a senior stylist into a salon manager role?

Yes, many salons promote experienced stylists into management. When you do, ensure their classification moves to Level 6 and that the manager's allowance is paid while they are in charge. Provide training and support in areas like rostering, wage cost control and hiring, and use HR software to formalise the new role and contract.

Rostering and management

Q: How can a salon manager control wage costs?

The most effective lever is smart rostering — matching staff levels to booking demand and avoiding costly overstaffing during quiet periods. Rostering software shows projected wage costs as you build the roster, and award interpretation applies the correct penalty rates automatically so managers can make informed decisions.

Q: How far in advance should salon rosters be published?

Check the notice period in the Hair and Beauty Industry Award and your own salon policy, then publish rosters as early as possible so staff can plan around weekend and late-night trade. Using rostering software makes it easy to publish rosters, communicate changes and keep everyone across their upcoming shifts.

Q: How do salon managers handle bookings and client flow?

Salon managers balance appointments with walk-ins, allocate the right stylist to each service and minimise client wait times. Aligning the roster with the appointment book is key — schedule enough capacity for peak periods without overstaffing quieter times. Good rostering and time and attendance tools give managers visibility of who is working and when.

Q: What tools help a salon manager run the salon?

A salon manager benefits from rostering software for scheduling, time and attendance for accurate hours, award interpretation for correct pay, and HR software with digital employment contracts for hiring and onboarding. Together these reduce admin and keep the salon compliant.