



## **Studio Operations Assistant Job Description**

### **WHO WE ARE**

Hotpod Yoga is Europe's largest yoga business. Having grown to 58 sites across 8 countries and a customer base of over 150,000 people in only 6 years, the company is growing fast and is full of ambition. While the business has made great progress, we also recognise that we've got a long way to go. If we're to grow into a household name in key markets, and become one of the leading names in the fitness industry, we need to build a genuinely powerful brand with a team of highly talented people at its core.

The business is founded on three key things:

1. Beautiful, innovative, pods (20 person inflatable studios) that create the optimum yoga environment
2. A strong, consistent brand to attract the widest audience possible, taking yoga out of its niche and into the mainstream
3. A powerful franchise model - giving yoga instructors and entrepreneurs the opportunity to own their own Hotpod Yoga business

### **WHY WORK FOR US**

To put it simply, it's a pretty great feeling to work with a group of people who all genuinely love what they do. It's a fast-paced environment (we know everyone says that, but we actually mean it) and with so many exciting projects, it means that even when hours are long, you'll go home feeling like you've really accomplished something. Being part of a small but supercharged team means that you'll have a lot of responsibility, so be ready to get stuck in. If you're looking for the kind of lackluster job where you can skate by on minimal effort, this isn't the one for you!

### **PERKS OF THE JOB**

- Great company environment (top '100 Best Companies to Escape to' in Escape the City)
- Team activities
- Unlimited yoga
- Flexible hours
- Work from home when needed
- Generous holiday allowance
- Closed over Christmas break

- Health insurance

### **THE ROLE IN A NUTSHELL**

With a growing number of London studios, we're looking for someone to come on board full-time to take a lead on the day-to-day functioning of the studios. The studios are central to our brand and we have thousands of students through them every day – so it's critical they're in ship-shape. Working across all 6 studios, this role would be HQ's main person on the ground – supported by the maintenance and cleaning teams and working as a key part of the operations team to ensure that the customer experience is spot on every time.

### **WHO IS THIS FOR?**

Hotpod yoga is a fast growth, exciting business - we're ambitious, driven and passionate about what we do. We want team members to share that ambition with us and be motivated to grow a great business – through our London operations and our franchise network, as well as into other business areas.

We're looking for someone with great attention to detail who can approach the job with real energy and enthusiasm. While the role will be an essential part of the ops team, it's also fairly independent – so being a well-organised self-starter is key. You've got to be someone who's keen to own the responsibility, get stuck in, learn quickly and use initiative to drive improvement.

Arguably the most important quality of all is having pride in what you do. As the person chiefly responsible for the studios look and day-to-day functionality, it's essential that this person is really motivated to achieve results – through thorough and detailed execution of processes as well as effective reaction to challenges.

As a back of house role (chiefly), we're looking for someone who's happy rolling up their sleeves from time to time and getting their hands dirty as well as efficiently ticking off critical day-to-day tasks. But we're also looking for someone who doesn't just go through the motions – but instead is always striving for improvement.

Driving licence is key and you have to be comfortable and confident driving a van around London. We're also a forward-thinking business that embraces tech – so comfort working with apps and online systems is key.

### **WHAT WILL YOUR RESPONSIBILITIES BE?**

Roaming around all 6 studios (in a fully kitted-out Hotpod van), there will be key tasks to stay on top of at each studio, which will include:

- Management of in-studio stock and retail
- Ongoing studio troubleshooting and light maintenance / repairs / cleaning (supported by specific cleaning and maintenance team)
- Overall management of studio quality control (non-teaching related)

- In-studio facility management (lost property, post, bills etc)
- Assessment and reporting on maintenance and cleaning
- HQ studio updates (marketing updates, studio upgrades etc)
- Management and maintenance of studio equipment
- Health & safety and fire checks

There will be opportunities to work on some broader projects with the wider team – and support the business across all business areas. There will also be growth within the role and even beyond it, as the studios develop and the network grows.

Salary: depending on experience, £25-28k