



Operations & Facilities Assistant Job Description

We're looking for a new team member to join our London HQ, and help support our growing network of franchisees around the world.

WHO WE ARE

Launched in 2013, Hotpod Yoga is Europe's largest yoga business. Having grown to 50+ locations (across the UK and a handful of international markets) and built an audience of over 400,000 customers, the business is well-established, a clear market leader but still full of ambition and potential. Covid brought the greatest challenge a multi-site operator could imagine, but we weathered it well, recovered strongly and are trading beyond pre-Covid levels. Having recently closed a new funding round, we're primed to drive forward to the next level of growth and success.

As a brand we believe that yoga has an unrivalled power to make people feel great. So we created Hotpod Yoga to take yoga to more people and places than ever before - taking it out of the niche it inhabits in so much of the world and into the lives of millions of people previously untouched by, or uninterested in yoga. Chiefly we do this through two key things:

- 1) The unique Hotpod Yoga experience – a distinctly modern take on an ancient practice, HPY is an immersive experience that turns up the dials on a typical yoga class – introducing heat, scent, music and atmospheric lighting. This unique take, underpinned by patented innovation, both draws in new audiences of yoga practitioners and unifies the network of studios around one powerful, differentiated consumer proposition.
- 2) An empowered franchise network – the HPY franchising model is designed to transform yoga instructors into studio owners; trained and supported by Hotpod HQ, delivering consistent, proven best practice within an innovative, efficient and effective business ecosystem. The studios all have a local feel and a personal touch but are at the same time distinctly Hotpod.

Alongside the core franchise offering, we have 4 of our own sites in London, a Yoga Teacher Training business and an embryonic at-home, connected-wellbeing concept that we're continuing to develop.

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 and are motivated about creating a positive impact while building a brilliant business. It's a fast-paced environment (we know everyone says that, but we actually mean it) that embraces change and innovation, is unashamedly ambitious but also fosters a genuinely supportive, positive culture through every aspect of the business.



We're a B Corp – a proud achievement that means a lot to us, our franchisees and our team – and we're firm believers that the best way to build a highly successful commercial business is by building one that is good to its core. We want to build a business where customers are happy, satisfied and even transformed and where we have a positive impact on society and as minimal a negative impact as possible on the environment. We want to help build a big network of successful, happy studio owners, supported by a team at HQ that's valued and nurtured.

While we're 10 years in, there's still so much to come from us as a business and joining now is an opportunity to have a massive impact on an already exciting journey and to be a part of something that we have every confidence will become a leading global leisure brand.

THE ROLE IN A NUTSHELL

This is a physical operations focussed role, best suited to someone with a facilities management background or events management experience, and requires general maintenance / handyman skills. Based out of our head-office in Brixton, the job will span most functions in the business - supporting the growth team with the launch of new franchise locations, the marketing team with running events, and the relationship management team with day-to-day troubleshooting across our network of franchisee owned studios. It will also include routine general maintenance work in our 4 owned sites across London (Hackney, Belgravia, Brixton & South Wimbledon).

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 build a great business.

We're a yoga business (obviously), and we all love a bit of yoga, but we're not evangelical... being a yoga obsessive isn't a prerequisite - but it's probably helpful if it's something you can get interested in and passionate about.

This role calls for someone:

- Who is adept in handling preventative maintenance, basic repairs, cosmetic upkeep, and simple appliance installations. Ability to handle power tools is essential and basic skills in plumbing, building and electrical work is preferred
- Who takes pride in the finished product of their work, with a strong attention to detail
- Is looking for a hands-on role and is able to take on physical tasks. This is not a desk-based role though some office work and admin is required
- Has a positive problem-solving attitude and can just as easily move between tasks like responding to complaints to keeping checks on inventory
- Has excellent interpersonal skills and can easily build rapport and relationships with people across HQ teams and the franchise network
- Who can work collaboratively with business stakeholders - from franchisees and senior management, to tradespeople and beyond



- Is willing and available to travel around the UK on a fairly regular basis (1-2 times per month). Sometimes including overnight stays
- Holds a clean UK driving licence, and is confident driving commercial vehicles

Key focal areas of the role:

1. Supporting the Growth Team with new franchise launches by delivering and installing the pod at each new HPY site, including on site training for the franchisee
2. Preparing pods and all associated kit for new HPY launches
3. Preparing pods and associated kits for key sports teams that we partner with
4. Completing routine maintenance across our 4 owned sites in London, travelling between the sites on a weekly basis
5. Complete repairs and maintenance work as required in the HQ office
6. Leading the operations side of events - coordinating with various teams on delivery and set up of the pod and all associated kit
7. Asset management across the network - meticulously managing a record of pods, kit & warranties
8. Management of our storage units in Brixton and all inventory stores there
9. Supporting the Relationship Team with troubleshooting pod and kit-related queries from the franchise network

PACKAGE & PERKS

Salary: £33k FTE per annum, part-time opportunity available

Some benefits we offer:

- Private health insurance
- Company pension contribution
- Great office environment and flexible working
- Regular team events, employee recognition scheme, team lunches
- Unlimited yoga
- Generous holiday allowance