

## POSITION DESCRIPTION | Club Manager

Our purpose - Improving the Lives of New Zealanders. We have been living this since 1968 when our namesake, four time Olympic athlete “Les Mills” opened his first gym. It’s the reason we are in business and it lies at the heart of everything we do.

We want to be The World’s Best Gym and we’ll get there by living our values – Work Hard, Have Fun, Be Supportive, Keep Fit & Be Green.

This all starts with you. You bring the brand to life. You inspire our members with everything you do.

This Position Description is where you fit in.

<b>Position Title</b>	<b>Club Manager</b>
<b>Department/Group</b>	Club Management
<b>Reports to</b>	Head of Club Operations
<b>Direct Reports</b>	Department Managers
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>▪ Other Club Managers</li> <li>▪ Club contractors and staff</li> <li>▪ LMNO staff</li> <li>▪ Members, prospective members and guests</li> <li>▪ Key service providers</li> </ul>
<b>Position Summary</b>	The Club Manager position is responsible for operating a profitable club which delivers the Les Mills member experience.
<b>Key Accountabilities</b>	<b>How will these be achieved</b>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Create and instill a club vision which supports the company strategy</li> <li>▪ Build commitment from your people to the Les Mills purpose, brand, values and strategies</li> <li>▪ Work collaboratively with other clubs and the national office to benefit the wider company</li> </ul>
<b>Managing your People</b>	<ul style="list-style-type: none"> <li>▪ Develop a high performing team who deliver the club results in a values aligned way</li> <li>▪ Recruit, train and retain top talent</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Develop an annual club plan and budget which is in line with the strategic direction and:</li> <li>▪ Matches club membership with club capacity</li> <li>▪ Lifts club contribution by:                             <ul style="list-style-type: none"> <li>- Increasing revenue</li> </ul> </li> </ul>

	- Managing costs, both Opex and Capex	
<b>Execution</b>	<ul style="list-style-type: none"> <li>▪ Ensure the club is consistently delivering the Les Mills member experience</li> <li>▪ Deliver the annual club plan within budget</li> <li>▪ Execute Les Mills products and programmes with excellence</li> <li>▪ Effectively implement national innovations</li> <li>▪ Ensure all administration and logistics are managed efficiently</li> </ul>	
<b>Business Improvements</b>	<ul style="list-style-type: none"> <li>▪ Ensure club processes are simple, efficient and deliver a flawless member experience</li> </ul>	
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensure the obligations outlined in the Les Mills H&amp;S Manual are met at all times</li> <li>▪ Refer to H&amp;S responsibility document</li> </ul>	
<b>Key Performance Measures</b>	<p><b>Grow Club</b></p> <ul style="list-style-type: none"> <li>▪ Contribution per m<sup>2</sup></li> <li>▪ Active members per m<sup>2</sup></li> <li>▪ Total new sales</li> <li>▪ Price per active membership (pw, inclu gst)</li> <li>▪ Club visits</li> <li>▪ Total cost per satisfaction point (excl. ECE)</li> <li>▪ Staff Satisfaction Performance Index</li> <li>▪ NPS</li> <li>▪ Refer to the H&amp;S Management plan for applicable H&amp;S KPI's</li> </ul>	<p><b>Yield Club</b></p> <ul style="list-style-type: none"> <li>▪ Contribution per m<sup>2</sup></li> <li>▪ Active members per m<sup>2</sup></li> <li>▪ Price per active membership (pw, inclu gst)</li> <li>▪ Club visits</li> <li>▪ Total cost per satisfaction point (excl. ECE)</li> <li>▪ Staff Satisfaction Performance Index</li> <li>▪ NPS</li> <li>▪ Refer to the H&amp;S Management plan for applicable H&amp;S KPI's</li> </ul>
<b>Experience, Skills and Attributes</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ A passion for fitness/fitness industry</li> <li>▪ 5+ years leading a large department or small business</li> <li>▪ Strong business acumen</li> <li>▪ Experience in budgetary formulation and control</li> <li>▪ Excellent planning and execution skills</li> <li>▪ Proven experience in building a high performing team</li> <li>▪ Advanced communication skills - from presenting an idea persuasively, to having a hard conversation</li> <li>▪ Strong judgement and an ability to take decisive action</li> </ul> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>▪ Experience in the fitness industry</li> <li>▪ Relevant tertiary qualification</li> <li>▪ Experience in sales management</li> </ul>	

Note: Here's the fine print. This position description is intended only as a general guideline of key responsibilities and measurements. Les Mills reserves the right to amend or change the position description as it deems appropriate to accommodate the needs of the business.