

OUR PEOPLE AND OUR BUSINESS

We aim to be a pervasive business recognised as a leader in the health, fitness and wellness market. We set bold and audacious goals that excite us, align to our core purpose, philosophy and values whilst moving us towards our vision for the future. We value our people and choose to work only with those who share our values and are believers in our Vision. We care passionately about our franchisees, their staff and their members and invite them to measure our performance against our promise. We work hard to make a positive contribution to the communities we serve and strive to be a force for positive change. We vigorously pursue profit in all that we do, not only to drive a good return to our shareholders, but also to make it possible for us to pursue our long term goals and vision.

Our Vision

Core Purpose

empower people to transform their lives

Core Philosophy

We create inspirational environments where people matter, results count and a passion for excellence drives all that we do!

Core Values

Integrity –

Taking an ethical and honest approach to all that we do

Innovation –

Finding new ways to achieve our goals

Fun –

Creating a playful environment where people feel connected

Accountability –

Ensuring that what we say is what we do

Primary Goals and Envisioned Future

Our Core Purpose, Philosophy, Values and our Service Manifesto (overleaf) are a constant for our business that will never change and these form the framework that we use to measure our decisions, behaviours and actions. Our goals and vision of the future, however, change often and as a member of the team, you will be involved in helping to shape this.

Please read the above and the Service Manifesto overleaf carefully. Our Vision is not a marketing statement, but a cornerstone and fundamental commitment to a way of doing business.



THE ÉNERGIE GROUP

énergie has been an innovator and a disruptor in the UK and Ireland fitness market for more than a decade. In an age dominated by faceless big box budget gyms, énergie is building clubs for the future. Affordable fitness with personality, service and accessibility, reaching out to people of all ages and becoming the brand that breaks down the barriers of intimidation to everyone. Our workforce expects to “take the stage” in our clubs. We look

for passion, belief, energy and ambition. We want **everyone** to feel they belong in an énergie movement that will change their lives.

Job Purpose

- ❖ To create a welcoming and inclusive club environment that encourages members and perspective members to make their fitness club a regular destination of choice.
- ❖ To understand the needs of all members and to work with colleagues to develop solutions that cause members to value their club and recommend it to others.

Key Accountabilities

- ❖ Bring the “where you belong” energy campaign to life in your club.
- ❖ Make pace and energy a recognisable feature of your club.
- ❖ Encourage all team members to take pride in meeting the needs of their members.
- ❖ Publicise members’ success and celebrate it as public ally as possible.
- ❖ Provide members with the added value information and support that show customers that their club cares and goes beyond the ordinary.
- ❖ Monitor the quality of member experience and report regularly on member feedback.
- ❖ Encourage members to talk about their experience and to encourage others to visit the club.

Responsibilities and Duties

- ❖ To organise events and experiences that will excite and retain members in the clubs.
- ❖ To ensure that the quality and ambiance of the welcoming environment is of the highest standard.
- ❖ To entertain members and encourage members to share their talents with others.
- ❖ To train and develop the skills that will add value to member experience.
- ❖ To promote and create a safe environment for all members.
- ❖ To be loyal to the club and do everything possible to promote its value inside and outside the club environment.
- ❖ To provide colleagues with the intelligence on members that will enable them to resolve concerns and drive customer attention.

Social skills:

- ❖ Make people feel good about themselves and encourage them to interact with others.
- ❖ Use social media to connect members and promote the great atmosphere in our clubs.

People Skills:

- ❖ Set high standards, high pace and activity that everyone excels in.
- ❖ Create highly energised atmosphere with great interaction between staff and customers.

The Personal Specification –

Areas	SKILLS & BEHAVIOURS
People Skills	<ul style="list-style-type: none">• Dynamic team member who sets high standards and a fast pace which cause members to exceed their expectations.• Team Player who has credibility to gain respect of colleagues and is able to help colleagues achieve their goals.
Business Skills	<ul style="list-style-type: none">• Business Driver achieves great results by intelligent analysis and by initiating actions which attract new members and retain existing members• Customer Crusader creates a culture where the customers that feel that they belong.