

Studio Manager

Full time

Overall responsibility: Owns the day-to-day operation of the Mission studios, ensuring classes, teachers, Studio FOH, workshops, trainings, treatments and all studio offerings run smoothly.

Studio Operations

- Manages the day-to-day operation of Mission studio.
- Manages the Studio FOH team.
- Manages the day-to-day performance of the Studio FOH team, including routine feedback, coaching and performance conversations, escalating formal HR matters to Lina.
- Ensures studios, treatment rooms and shared customer areas are clean, appropriately set up and properly equipped. Identifies and reports maintenance issues, following up on routine studio issues and escalating building, contractor or significant maintenance matters to Lina.
- Creates and manages the Studio FOH rota.
- Works regular FOH shifts each week and provides visible day-to-day management of the studios.
- Resolves day-to-day studio operational issues and escalates significant issues to Lina.
- Assists Lina with onboarding new Studio team members.
- Ensures Studio FOH procedures and standards are consistently followed.
- Overseeing lost property, lockers and day-to-day facilities/customer issues.
- Managing Momence scheduling discrepancies and appointment booking issues

Classes & Teachers

- Owns and coordinates class cover.
- Ensures all class changes and cancellations are communicated to teachers and relevant teams.
- Makes required class changes and cancellations in Momence.
- Maintaining accurate teacher information/documentation, including up to date insurance, first aid and contact details.
- Identifies recurring operational issues relating to classes or teachers and escalates them where appropriate.

Workshops, Retreats & Teacher Trainings

- Manages the operational delivery of confirmed workshops, retreats and teacher trainings, once programming, pricing and commercial terms have been agreed by the Directors.
- Monitors bookings and flags low or high numbers requiring action.
- Coordinates with team studio changes and cancellations for upcoming events.
- Manages Certificates of Sponsorship requirements for international visiting teachers.

- Acts as the main operational contact for Mission 200 alongside Lauren.
- Oversees all team communications and workshop/TT team responsibilities. Including cancellations and in-house teacher communications, as well as ensuring visiting teachers are sent the information they need before arrival and during their time at Mission.

Treatments & Personal Training

- Manages therapists and treatment operations.
- Oversees the PT diary.
- Checks for unpaid appointments and PT sessions and follows up as required.
- Ensures treatment and PT spaces and schedules operate effectively.

Privates & Corporate Bookings

- Manages and responds to enquiries for individual and corporate private sessions.
- Coordinates teachers, studios and operational requirements for confirmed bookings.
- Ensures relevant booking and payment information is recorded and communicated.

Reporting & Communication

- Provides a weekly report on changes and trends in memberships, class packs and ClassPass.
- Produces weekly studio operations communications, including Week Aheads.
- Flags operational concerns, booking trends and recurring customer issues to Lina and Lauren.
- Monitors Google Reviews and ensures responses are made promptly.

Customer Experience

- Owns day-to-day customer service issues relating to studio operations.
- Ensures Studio FOH maintains Mission's expected customer service standards.
- Handles customer complaints that cannot be resolved by FOH and escalates serious or sensitive matters to Lina.

Decision making and escalation

- Expected to resolve routine studio operational, FOH, class, teacher, customer, treatment and booking issues independently. Matters involving significant expenditure, formal HR, compliance or H&S, building/contractor issues, repeated operational failures or issues affecting multiple areas of the business should be escalated to Lina.