

Operations Manager

Do you have a proven track record of managing people – and a passion for developing a rapidly growing business? If so, we want to hear from you.

We're looking for someone who can take over the management of an established physiotherapy company and an exciting new gym company.

Chiltern Physiotherapy was established over 13 years ago and has a prominent high street location in Chorleywood. We are the largest independent private physiotherapy practice in the area with exciting plans to grow. We have recently expanded our premises and opened Renovate Wellness – a boutique members only gym, with a digital On Demand service. Our goal is for Renovate Wellness to become a highly recognised, respected and sought after brand in the health and wellness industry.

That growth will require someone with appropriate experience in establishing a high performing team by recruiting and developing talent, leading from the front, and holding team members accountable to the high standards we expect, and our members deserve.

As we are expanding into the online space you will need proof of previous manager/supervisor experience (in any industry) and you will have a reasonable level of understanding of digital marketing.

You DO NOT need experience in the health and fitness industry to apply – and nor is it preferable or an advantage in this process. We are simply looking for someone who has been part of a fast growing serviced based business, who has managed (and grown) existing sales, while also offering a digital service. That could be for a chain of coffee shops, a national franchise, a gym, or any other type of service based business.

One of the founders – Nicky Edwards – is a physiotherapist and enthusiastic entrepreneur with formidable drive and determination for success. She is passionate about helping people lead their lives free from pain and limitations. She is recognised in the running community as an expert in female specific training, specifically for those age 40+, and has spoken at large events such as The National Running Show. If you have the desire and motivation to succeed, we will support your development and help you exceed your goals. Your Success is Our Success.

Anyway, if you like what you read so far, and you think you could do the job, before you apply, here's what you will need to do for us in this role:

Responsibilities:

- Recruit, lead and develop the teams and our culture
- Manage the attitudes, performance and growth of the teams
- Enforce culture standards throughout the companies

- Deliver a strategy to grow our client base, revenue and overall profitability of the businesses
- Ensure company weekly, monthly and quarterly KPIs are met and reported to the directors with a written summary
- Ensure a culture of success and excellence is maintained with regular training and coaching taking place in all roles
- Grow your own skills – in the areas of leadership, performance management, recruitment, KPI's and marketing and sales

We are based in Chorleywood, Hertfordshire. We are less than a 2-minute walk from a Metropolitan line tube station and 5 minutes from junctions 17 and 18 on the M25.

Benefits include:

- Salary: £28-40k depending upon experience
- Flexible working
- Gym membership

Apply quickly, this role will go fast.

Send your CV and covering letter explaining why you would be an asset to our team to Nicky Edwards – nicky@chilternphysiotherapy.co.uk