



**ANYTIME FITNESS UK PERSON SPECIFICATION – DIRECTOR OF FRANCHISE OPERATIONS**

**Role Purpose:** The Director of Franchise Operations will join the Anytime Fitness UK & Ireland executive team, will report to the CEO, and work and collaborate with the Chief Development Officer and Director of Finance to deliver the business financial objectives and KPIs, along with supporting the success of the franchisee network.

Bringing demonstrable experience from an equivalent role the successful candidate will provide strategic operational guidance, challenging and advising on business growth and diversification opportunities and providing a clear vision and expertise.

Further, a thirst for collaboration and interaction will see the ideal candidate be a well known and respected member of the support office team along with our franchisees that make up our network

	<b>Minimum Requirements</b>	<b>Assessment Method</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Professional management qualifications are desirable</li> </ul>	Certification / Interview
<b>Work Related Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Prior experience in a Director of Operations role or equivalent within a Franchise business.</li> <li>Superior knowledge of multiple operational functions and principles, including finance, marketing, customer service, production, and employee management.</li> <li>Previous experience in the successful management of field teams.</li> <li>Previous experience and competency in managing marketing mix and acquisition.</li> <li>Proven ability to plan and manage operational process for maximum efficiency and productivity.</li> <li>Ability to streamline and implement new structures and roles that create speed, efficiency, and support rapidly shifting business demands.</li> <li>Ability to build relationships with all department heads, external partners, and vendors to make decisions regarding operational activity and strategic goals</li> <li>Demonstrated track record of excellent Project Management skills. Past success driving results via creative thinking and problem solving.</li> <li>Experience and knowledge of strategic planning and evaluation.</li> <li>Evidence of managing budgeting and reporting processes.</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>• Exceptional leadership skills and the ability to lead, coach, motivate and inspire staff to achieved desired outcomes.</li> <li>• Ability to analyse data and implement appropriate strategies to promote improvements and raise standards.</li> <li>• Exceptional networking skills</li> <li>• Experience and ability to be able to plan and manage concurrent projects.</li> <li>• Experience in an innovative approach to delivering projects and tasks.</li> <li>• Must possess strong financial skills and demonstrated ability to analyse and implement financial models and structures and evaluation.</li> </ul>	
<p><b>Experience / Training</b></p>	<ul style="list-style-type: none"> <li>• Strong ICT skills including good working knowledge of a variety of Microsoft applications</li> <li>• Ability to deliver effective training to different groups of people, recognising additional training needs when required and able to develop these.</li> <li>• Experience in being responsible to multiple stakeholders and the CEO.</li> </ul>	<p>Interview</p>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Outstanding leadership qualities with a proactive and flexible approach.</li> <li>• Ability to lead teams effectively and delegate tasks.</li> <li>• Ability to self-manage and work independently.</li> <li>• Proven capability to work innovatively and independently.</li> <li>• Excellent interpersonal and communication skills in dealing and collaborating with colleagues, partner organisations, the Franchisees and other stakeholders – experience in public speaking would be advantageous.</li> <li>• Strong organisational skills and ability to develop effective systems.</li> <li>• Resilient and confident character who can build strong relationships at all levels</li> <li>• Ability to work to high levels of accuracy under pressure</li> <li>• Ability to think and act strategically</li> <li>• A positive, enthusiastic outlook with the energy, drive and determination to succeed</li> <li>• Ability to work with tenacity</li> <li>• Able to respect and understand the importance of confidentiality, displaying integrity</li> <li>• Commitment and belief to the Anytime Fitness mission, values and ethos.</li> <li>• Ability to research, present or propose opportunities to CEO and Board level where require.</li> </ul>	<p>Interview</p>



	<ul style="list-style-type: none"><li>• Must be willing to travel where required.</li></ul>	
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**Our Values:**

**Coach:** We coach our Franchisees and staff to be the best possible versions of themselves. We provide you with the right learning & development tools to achieve your goals and help our Franchisees achieve theirs.

**Care:** We care about people and their overall health, striving to provide a safe and welcoming environment for everyone. We are passionate about getting things right and being there for people when they need us most.

**Connect:** You will work in a close-knit team and get to know our Franchisees on a personal level. By striving for the best and listening to your colleagues, we learn together and keep improving our Franchisee's experience and more importantly enjoying the journey.