

T H E / H O U S E \ O F / Y O G A

Ambassador of Calm

Role level Assistant Manager, reports to Manager of Flow and Ambassador of Buzz

You are passionate about health, wellbeing and improving people's lives. Your heart is in delivering excellent customer service and creating a strong community.. You have an eye for detail and take pride in keeping the space you are responsible for beautifully presented. You make the space a place where people want to be; a retreat in the city. Through your nurturing nature, enthusiasm and "get things done" attitude, you contribute to bringing growth and transformation to students and the team alike. You are changing the world one yogi at a time.

In The House of Yoga we'll love that:

- Your friendly welcome makes everyone feel like an old friend
- You inspire the team around you to create an exceptional experience for every person that walks through our doors, student and team alike
- You create an environment that people want to be in; a place where people can be themselves, connect and grow
- You help manage the physical space for the personal magic to happen
- Your eye is on the detail, you get things done before they need doing
- Your passion to help keeps you on the ball, ensuring that every student and team member is assisted with efficiency and diligence
- You get excited by the impact of your work, both from student feedback and the measurable feedback in key performance indicators
- A conversation with you leaves us feeling enthused and special
- The community sees you as a passionate person with a warm heart and cool head
- You are passionate about personal wellbeing and personal growth
- You understand that every touch leaves a trace
- You live and breathe our values in all of what you say and do
- You take pride in your role and representing The House of Yoga to everyone that walks through the door

A role you'll love:

- Delivering highest standards of customer service in every interaction:
 - Gaining an understanding of students' needs and communicating the most suitable membership options for each individual
 - Ensuring all queries are replied to within 24 hours and communication is relayed within the team for ongoing matters
 - Engaging students as they come into the studio and starting conversations on specific points when relevant (e.g. reaching the end of their intro offer, recent correspondence with member of staff on ongoing query, account in debit, etc.)
 - Going above and beyond to ensure every student feels the passion and care we feel at THoY
- Assisting in developing and maintaining the environments where our people and customers thrive
 - Ensuring the studio is clean and tidy, a space where the magic can happen for our community
 - Always being proactive, thinking of ways to improve the space
- Being an integral part of a company culture that champions a wellness lifestyle
- Working with the Manager of Flow and Ambassador of Buzz to proactively grow the studio community
- Actively increasing studio memberships, workshops and programme attendance through your advocacy for each and every
- Being an ambassador for The House of Yoga
- Continually curious about the industry and trends, you make time to deepen and expand your knowledge
- Spreading the word and values of The House of Yoga

This role is a chance to use your head and heart. To tap into your knowledge, passion and experience. To contribute meaningfully to the direction of The House of Yoga. To engage, enrich, inspire. As a successful candidate, you will be able to take advantage of a growing studio with many avenues to explore for personal growth.

Are you ready to join The House of Yoga revolution?

To apply, please send CV and cover letter to BG at studiomanager@thehouseofyoga.co.uk