



Operations Assistant – Maternity Cover (12 month Fixed Term Contract)

Job Description

Who we are.

Hotpod Yoga is Europe's largest yoga business. Founded in 2013 by two childhood friends, Max Henderson (a strategy consultant) and Nick Higgins (a teacher), we want to take yoga to more people and places than ever before by doing two things:

Creating a yoga experience like no other.

We've set out to design an extraordinary yoga studio and build a strong brand – in a cocooning pod, with carefully engineered sound and scents and a consistent 37° warmth: the perfect conditions to stretch out and deeply relax a diverse audience – providing intense and immersive classes for the expert and novice alike.

Empowering Hotpod owners all over the world.

The Hotpod Yoga experience was designed to be shared. Not just with a broad range of students but with aspiring teachers: franchise owners who could share all of the brand's infrastructure, passion and innovation, and hit the ground running with their own Hotpod business.

In 2025, there are over 60 Hotpod Yoga studios, and counting. They host thousands of classes a week, each one dispelling the idea that you have to be bendy to enjoy yoga. Or yogic to love Hotpod Yoga.

We're also a B Corp. Whether it's inspiring people to step into their first yoga class or empowering a teacher to leap into the world of entrepreneurship, we're proud of the positive impact we have. But, beyond that, we always want to ensure that the way we do business is something we're proud of too. We look to maximise our positive social and environmental impact and reduce any negative impact in all we do, through every role.

The role in a nutshell.

This role involves supporting the team on all elements of HQ office admin, assisting with general team organisation / management, supply chain & retail stock management, training, handling customer service enquiries and assisting with our teacher training school. There will also be a lot of



direct interaction with our wide network of HPY Franchisees and London teaching crew. The successful applicant will work closely with all key business areas – operations, marketing, franchising & teaching – reporting to the COO.

Key responsibilities.

Pillar 1: Training and Support

- Ongoing day to day support of TeamUp across the franchise network (advising on queries, troubleshooting and account set up)
- Lead Franchisees onboarding and training of our booking system (TeamUp)
- Deliver ad hoc training session to the network on H&S best practices
- Manage the main inbound inbox responding to customer queries and complaints
- Support owned studio managers with customer queries and inbox management

Pillar 2: Operations Support (inc Office management)

- General office management (including ordering of supplies / stationary and hardware, weekly office food shop)
- Support in the coordinating of Head Office events (Summer and Xmas parties, monthly team lunches, workouts)
- Liaise with managing agent on any office related maintenance issues
- Onboard and offboard employees from various internal systems
- Product – liaising with suppliers and franchisees on product fulfilment, admin related to product fulfilment (upload and manage shopify, liaise with MyWarehouse on orders / stock)
- Ad hoc support on BCorp initiatives (e.g annual carbon audit)
- H&S management of Head Office space

Pillar 3: YTT Admin

- Manage all admin related to YTT courses (including but not limited to, Yoga Alliance registration / certification, ensuring all courses are bookable and up to date online, oversee teacher training inbox for student queries, printing materials related to courses)
- Liaise with Finance Team on payments and deposits
- Support lead teachers with scheduling
- Liaise with Teaching team on assessment classes

Who is this for?

We're looking for someone who can work dynamically in a fast-paced environment, often managing quite a few tasks at once, but still deliver high-quality work with great attention to detail. The



successful candidate needs to enjoy working alone on projects, whilst having the ability to delegate some work to the wider team and keep abreast of all the business functions. Candidates should have previous experience in an operations role, and be comfortable responding to customer enquiries. Facilities management and experience using TeamUp is beneficial but not essential. We're looking for someone who can manage their own schedule and understand how to prioritise tasks in busy periods.

We're a yoga business (obviously), and we all love a bit of yoga, but we're not evangelical... being a yoga obsessive isn't a prerequisite – but it's probably helpful if it's something you can get interested in and passionate about (you'll be surrounded by it, after all)!

The package.

- £30–35k salary, depending on experience
- Private health insurance
- Company pension contribution
- Flexible working and a great office environment (this is a hybrid role, with a minimum of 2 days per week at our Brixton HQ required)
- Regular team socials, lunches and employee recognition schemes
- Unlimited yoga
- Generous holiday allowance