



## **Position Description**

**Role:** GENERAL MANAGER reporting the Executives & Directors

### **Purpose:**

At Fitness Cartel Australia, we relate our success directly to the strength of our management team & our people. To continue operating at our high standards, we're seeking a General Manager who's a born leader. This person should have experience in overseeing business operations as well as sales, human resources, finance, marketing and communications. The ideal candidate will be an expert communicator who has a strong ability to delegate responsibility and collaborate across a range of departments and business units. Ultimately, the general manager should be driven by a desire to lead our business to maximum productivity and efficiency.

This role will play a key role in developing business strategies to align with growth target areas and organic growth opportunities.

### **Key Responsibilities:**

#### **Business Development & Operations**

- Oversee the operations & performance of Fitness Cartel Health Clubs, Nutrition Cartel and Apparel (the Company)
- Deliver EBITDA performance across the Company.
- Maintain awareness of both the external and internal competitive landscape, opportunities for business expansion, customers, markets, new industry development and standards so as to shape market opportunities and win new business.
- To manage and improve the profitability of the Company within ANZ.
- Identify the organisation development needs in an objective manner and formulate and implement effective development programs and policies to enhance operational efficiency and consistency.
- Establish and build strong customer relationships that allow for continuity and retention of appropriate businesses.
- Respond to critical issues and complaints from customers and coordinate solutions through operations; develop activities impacting customer relations and provide excellent customer service by communicating back to the customers.

#### **Leadership & People Management**

- Formulate and guide the implementation of the Company's goals, policies and programs that achieve the directives and strategies set by the executive management and oversee preparation of the Company's operating plans in support of these efforts.
- Develop an organisational environment and culture that promote Fitness Cartel's values, positive morale and high performance.
- Specify accountabilities of management personnel and enforce all policies, procedures, standards, specifications, guidelines, training programs, and cultural values performance regularly.
- Set clear performance goals, provide feedback and coaching, and conduct regular performance evaluations promote a positive and inclusive work environment that encourages teamwork and innovation.

### **Continuous Improvement**

- Identify opportunities for process improvement within the Company, including automation, streamlining workflows, and enhancing data analytics capabilities.
- Stay updated with industry trends, technological advancements, and regulatory changes to recommend relevant improvements.

### **Qualifications & Experience**

- Extensive experience in a similar GM role, preferably within health/fitness, retail, hospitality and/or multisite operations.
- Excellent leadership and communication skills, with the ability to collaborate effectively with stakeholders at all levels.
- Demonstrated experience leading an organization through significant change (growth and interstate expansion).
- Proven track record of driving performance and achieving sales targets.
- Comprehensive decision-making skills with experience managing various business units & leading senior managers.
- Previous experience implementing improvement strategies.
- Strong analytical and problem-solving skills, with the ability to translate complex financial data into meaningful insights.
- Demonstrated project management skills including implementing policies, procedures, and systems.
- Bachelor's degree – Favourable.
- Computer Savvy with excellent time management skills.
- Australian Citizen or Full Australian Working rights

### **Offer**

- Attractive Salary relevant to experience.
- Uncapped Fuel Card.
- Mobile Phone Allowance.
- Diamond Gym Membership.
- Work Laptop provided – choice of Windows or Mac
- Staff benefits on all products & apparel, as well as with Merse Wellness Spa.
- Mobile role based in Brisbane with main location being Virginia head office, however the role will require the GM to travel to various Clubs where needed. It's an exciting role with a rapidly growing brand. No day will ever be the same.