

Head of Operations – Premium Multi-Site Fitness Group

Description

Location: London (site-based across the estate)

Salary: £70,000–£90,000 + performance bonus (more for an exceptional candidate) + EMI

Type: Permanent, full-time

The opportunity

Exec Capital is supporting a premium, founder-led fitness business in London with a key senior leadership appointment. The business has grown to a multi-site estate without external investment, and has several new sites in development. It has built a loyal membership base, outstanding customer reviews and a close-knit, lean culture that the founders are determined to protect as they scale.

With the team set to grow beyond 100 people, the founders are looking for their first Head of Operations. This person will take ownership of day-to-day performance across every site, so the founders can focus on growth. It is a genuine step-up role for an operator who has run a smaller multi-site business and wants to lead something bigger, with real influence and a direct line to the owners.

Responsibilities

he role

- Lead operations across all sites, including service standards, member experience, staffing, scheduling and site performance.
- Line-manage site managers and senior coaches, building a consistent, accountable leadership layer as the estate grows.
- Own site-level KPIs such as revenue, retention, utilisation, payroll and costs, and report performance clearly to the founders.
- Take operational ownership of new site openings, working with the founders on fit-out timelines, recruitment, pre-sales and launch.
- Put in place the systems, processes and people practices a growing business needs, without losing the start-up energy that got it here.
- Act as the guardian of culture: recruiting, onboarding and developing people who fit the brand.

Qualifications

About you

- You have operational leadership experience across multiple sites, ideally 2–5 locations and teams of 15–20 or more.
- Your background is in boutique or premium fitness, wellness, hospitality, leisure or another service-led consumer business.
- You are a hands-on, team-first operator who is as comfortable on the gym

Hiring organization

Exec Capital

Employment Type

Full-time

Beginning of employment

1st November 2026

Duration of employment

Perm

Industry

Leisure

Job Location

London, South East, United Kingdom

Working Hours

9-5

Base Salary

£ 70,000 - £ 90,000

Date posted

September 23, 2026

Valid through

31.10.2026

floor as in a P&L review.

- You have a strong commercial grip on budgets, rotas, KPIs and revenue drivers.
- You have experience opening new sites or leading a business through a growth phase.
- You can build structure in a fast-moving, founder-led environment and work closely with owners.
- You are ambitious, with the appetite to grow with the business as it scales.

Job Benefits

What's on offer

- A performance bonus linked to site performance and successful openings.
- A senior role in a profitable, growing business, reporting directly to the founders.
- A clear route to further progression as the estate expands.