

Clubhouse Experience Lead

Updated March 2019

Position:	Clubhouse Experience Lead (Parental Leave Cover)
Organisation:	Hub Australia Pty Ltd
Reports into:	National Member Experience & Hospitality Manager
Start date:	Early May 2019
Probationary period:	N/A
Salary:	To be discussed at interview stage.
Salary banding:	Band C
Location:	National Role - based in Melbourne Some travel is required for new Clubhouse Openings
Employment type:	Parental Leave Cover
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Leave Entitlements:	As per the Hub Australia Leave policy

Purpose of this role:

The Member Experience Team ensures that a holistic and harmonious member experience is consistently delivered nationally, across the full member journey, front-line experience, clubhouse amenities, hospitality offer, member events and new clubhouse openings.

The primary purposes of this role are to;

1. To ensure all Hub locations deliver an identically high level of curated Clubhouse and Hospitality experience to our members and guests at all times - from the same type of marker in the Boardrooms, flower arrangement on the Welcome Desk to the same greeting at each Clubhouse;
2. To maintain detailed documentation and reference material that supports our local teams delivering these experiences to each and every member and guest; and

3. To support the clubhouse teams in delivering outstanding member experiences by leading various member experience projects as required.

Responsibilities by function:

Leading & Maintaining National Experience Standards

- Maintain a proactive responsibility for ensuring Hub Clubhouses provide the same curated Clubhouse experience across all locations everyday
- Maintain the national Clubhouse Service Standards and other documentation as required to ensure all parts of the Clubhouse maintain consistently high standards through documented policies and procedures
- Maintain the Experience Data Sheets (EDS), including but not limited to facilitating periodic review workshops and sheet updates, alignment audits and operational implementation plans
- Lead scheduled and ad-hoc clubhouse audits, foster a culture of experience excellence through the Clubhouse team and actively support local teams to address any areas not aligning to EDS swiftly
- Provide efficient 'on-call' support to the local operations teams as required to ensure compliance with national standards at all times
- As part of the induction process of new front-line team members, undertake one-on-one training to the EDS, Clubhouse Service Standards and other documented areas to foster the importance of Clubhouse experience as part of Clubhouse BAU
- Work collaboratively with the Hospitality Experience Lead to ensure a cohesive experience is delivered through the hospitality operations at each Clubhouse

Stakeholder Engagement

- Maintain a functional and collaborative relationship with the Clubhouse Managers, Space Leads and Concierge to ensure the focus and alignment of every Clubhouse to Hub's premium standards
- Maintain a functional and collaborative relationship with Marketing to ensure all communication channels throughout the Clubhouse are well considered, current and well utilised
- Champion the importance of Clubhouse experience throughout the broader Hub team

Continual Experience Improvement

- Constantly look at ways to improve the clubhouse experience following member feedback and MX priorities including upgrades to operational accessories and consumables, better internal processes and reviews to existing parts of the Clubhouse experience delivery
- Provide assistance and input to national projects affecting the clubhouse experience - such as the national cleaning tender, CAPEX improvement works and new clubhouse opening process

National Supplier Relationships

- Coordinate and lead national clubhouse supply relationships in line with procurement and purchasing procedures, ensuring all agreed terms are constantly met by both parties at all times, respond to issues as required, and act as the conduit of information between our operations teams and suppliers
- Maintain the schedule of clubhouse and operational accessories and operational consumables, and coordinate ordering with Facilities as required for New Clubhouse Openings and BAU at existing clubhouses

Supporting New Clubhouse Openings

- Working with the property, local operations and shared services team, lead the alignment of new clubhouses to ensure compliance with Experience Data Sheets for all spaces from day-one
- Follow the Operational Handover process for new Clubhouse openings and lead all clubhouse experience set-up requirements to ensure deliverables are met in the set timeframes
- Undertake training with the front-line team to the Experience Data Sheets and other national clubhouse standards, and foster the importance of these as BAU for the Clubhouse team

National MX Projects

- Undertake specific short, medium and long-term projects as determined by member feedback, the member experience roadmap and as guided by the National Member Experience & Hospitality Manager to improve member experience and engagement

Skills that are essential for this role

- You have a keen eye for detail and you sweat the small stuff that makes an experience unique and authentic
- Strong change management techniques - you are required to lead and motivate teams nationally on standards
- Influential communication skills - both written and verbal
- Ability to juggle competing priorities whilst remaining solutions and quality focused
- Self-reflective nature, and a high degree of emotional intelligence
- High level of written communication quality and attention to detail
- A hands-on attitude, and the willingness to get stuck in wherever required
- An outstanding eye, and attention for detail

Required training and experience

- 5+ years experience in a premium multi-site or retail environment - most recently in a leadership or coordination role (i.e. training, HR, supply chain)
- 2+ years experience in leading projects where multiple stakeholders are involved
- Experience in building strong internal and external relationships, and using influence to achieve results

Important Metrics:

- Hub Health Index rating and feedback specific to the Clubhouse experience
- A high level of positive feedback about the transparency and thoroughness of process, collaboration and timeliness of deliverables from Stakeholders involved in projects that you lead from the post-project feedback review
- A high level of understanding and comfortability from all local Operations team Members in terms of all aspects of consistently meeting the EDS and other relevant policies and procedures to deliver a consistent Clubhouse experience from post-opening review and recurring staff survey

- A consistently high level of member and guest experience delivered in Hub's Clubhouses and hospitality operations nationally, as determined by ad-hoc and structured member feedback including recurring Clubhouse Audits
- Up-to-date documentation
- New Clubhouses deliver the trademark Hub experience as determined by the EDS from day one of opening

What you'll be rewarded with:

- Be a key member of an energetic, dynamic and fun national team who stand for more than their bottom line;
- Be part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world;
- A personalised training and professional development program to grow your skills and career;
- Be supported to make social and environmental impact with paid volunteer leave each year;
- Biannual company-wide conference – these are a lot of fun!
- All this while working in one of Hub Australia's beautiful workspaces!