



**CREATING
THE MOST
ENGAGING
MOTORSPORT.**

Our Vision

We at Racing Unleashed are at the forefront of transforming motorsport into a global, inclusive sport, aiming to deliver the most engaging motorsport experience. By combining high-performance racing simulators with immersive lifestyle environments in our lounges, we offer a truly unique racing and entertainment experience. Our network of premium racing lounges connects enthusiasts and athletes, blending technology, sport, and hospitality into a single, unforgettable experience. Join us in making motorsport accessible to everyone, everywhere.

Head of Lounge Operations (m/w/d)

Your Role

As the Head of Lounge Operations you will be a key member of the leadership team, responsible for the strategic direction, growth, and operational excellence of our lounge business. Our lounges are more than physical locations - they are the heart of our customer experience and a core part of our global strategy. We're looking for a visionary leader to drive the evolution and expansion of this experience as a product, combining strategic leadership, operational excellence, and passion for innovation. You will work closely with the executive team to shape the future of Racing Unleashed and drive sustainable business success.

Your Responsibilities

- Own the end-to-end lounge experience as a customer-facing product, ensuring an exceptional and consistent customer experience across all locations
- Own the lounge business P&L, driving revenue growth and operational efficiency across all locations
- In collaboration with the leadership team, define and execute international expansion plans, including launching new company-owned, joint venture and franchise locations

- Oversee product development within lounges, enhancing the customer journey and integrating technology and service in innovative ways
- Build and mentor a high-performing team of lounge managers and operations leads across multiple countries
- Manage franchise partner relationships, supporting them in successfully delivering the Racing Unleashed experience
- Develop and implement scalable operational models, ensuring consistency, quality, and strong brand presence across markets
- Align lounge strategy with broader company goals, contributing to Racing Unleashed's overall growth and innovation roadmap

Your Qualification

Proven track record in product ownership, strategic planning, or business leadership in a multi-location, customer-facing environment

Strong background in project management and international expansion, with the ability to oversee complex, multi-market initiatives

Leadership experience with multi-location operations, including hiring and developing cross-border teams

Experience in launching and scaling physical or digital customer-facing products or services

Experience in experiential hospitality or a comparable premium, customer-facing environment, with a strong understanding of customer experience design; exposure to lifestyle, motorsport, entertainment, or similar experience-led industries is a plus

Understanding of customer experience design, ideally in lifestyle, motorsport, or entertainment industries

Experience working with or supporting franchise models or international partners

Fluent in English; additional languages (German, Spanish, or Italian) are a plus

Contact

If you have any questions, please feel free to contact our HR Team e-mail to HR@racing-unleashed.com. Applications can only be considered if they are received via our online

Apply now



process, please only send questions to the above email address.