



## CLUB MANAGER JOB DESCRIPTION

<b>Job Title:</b>	Club Manager	<b>Reports to:</b>	President or Nominee from Executive Committee
<b>Location:</b>	RORC, 116 Symonds St, Royal Oak, Auckland	<b>Travel Required:</b>	None
<b>Purpose:</b>	The Club Manager is responsible for all operational, member services, facilities and administrative activities of the club.		
<b>Business Context:</b>	Royal Oak Racquets Club (Inc) is a not-for-profit community organisation which provides its members sporting and social facilities, in return for which they pay annual membership subscriptions. The Club Manager is a key role in the provision of these services to members and the administration activities required to run the Club's operations successfully and cost-effectively.		
<b>Role Dimensions</b>			
<b>Operating Budget:</b>	Determined annually – delegated financial authorities and Executive Committee consultation and communication requirements will be advised as necessary.		
<b>Capital Budget:</b>	Determined annually – Executive approval is required for all capital items.		
<b>Direct Reports:</b>	Management of part-time bar staff on a rostered basis. Leadership and liaison with contracted tennis/squash coaches, cleaning contractor, kitchen, trades and ancillary services.		
<b>Key Relationships</b>			
<b>Internal Relationships with:</b>	<b>To achieve:</b>		
Executive Committee	Prioritisation of activities to meet club requirements in line with the club strategic plan, the annual operating budget and other requirements as advised. Advising committee of matters requiring its attention. Leadership of activities and initiatives driving membership, service and satisfaction. Support to Executive Committee at monthly meetings and AGM.		
Tennis and Squash committees, coaches and administrators	Optimal use of facilities, scheduling of court availability. Administration of Tennis NZ/Tennis Auckland and Squash NZ/Squash Auckland, and in-house competitions supported by committees and members. Mutual support to meet club member services requirements and other objectives as specified in their contracts. Resolution of issues. Leadership support to committees.		
Bar staff, Cleaning, Kitchen and other contractors	Cost and quality effectiveness from all service providers. Bar staff training and rostering, and bi-monthly meeting. Problem resolution as necessary.		
Members	Complete member satisfaction in relation to joining and induction, record keeping, subscriptions, social and competition member services and resolution of any issues arising. Drive member awareness of club activities and events including internal and external advertising and promotion.		

<b>External relationships with:</b>	<b>To achieve:</b>
Tennis Auckland, Squash Auckland and national bodies	Ensure compliance with tennis and squash association requirements, input to regional competitions, administration and activities, member benefits, liaison with key staff, supporting regional events; access to specialist support as required. Database management.
Managers of other Clubs	Review best practice in club administration at other tennis/squash clubs and regional bodies. Share ideas for change with the Executive Committee.
Trusts and other charitable or commercial funding providers	Develop strong relationships with Trust personnel and enhance RORC reputation as a worthy recipient of grant monies. Display expertise in processes and sources for achieving funding.
Suppliers	Maintain continuity of supply, supply quality and cost management. Enhance supplier partnerships to achieve club budget and other objectives.
Sponsors	Develop strong relationships with sponsors and maintain accurate record of sponsors and fees.
<b>Key Responsibilities</b>	
<b>Key Accountabilities</b>	<b>Key Tasks</b>
Management of member lifecycle; provide member services; lead and develop Club spirit and culture; develop an outstanding member experience (50%)	<ul style="list-style-type: none"> <li>• Lead, develop and promote an annual programme of Club activities and member services.</li> <li>• Welcome prospective and new members; maintain and provide information packs and marketing materials; convert membership enquiries into new members.</li> <li>• Manage Club communications to members in a timely manner, including regular newsletters, club advertising, email and other correspondence.</li> <li>• Actively support Club membership drives through personal representation to potential new members and supporting marketing communications.</li> <li>• Drive community marketing programmes in local businesses, schools and community to raise Club profile and awareness.</li> <li>• Support full member utilisation of facilities, resolving issues and complaints as required.</li> <li>• Promote the use of the bar and lounge for private functions to club members and local community.</li> </ul>
Club Management (15%)	<ul style="list-style-type: none"> <li>• Lead and liaise with tennis and club captains and contractors (coaching/kitchen/bar) to enhance optimal utilisation of Club facilities, including competitive, social and business house play.</li> <li>• Liaise with Tennis and Squash Committees and Executive to ensure tournament, interclub and business house scheduling, facilities bookings and associated administration requirements are met.</li> <li>• Oversee opening hours, staffing, service in consultation with nominated Executive members.</li> </ul>

	<ul style="list-style-type: none"> <li>• Effective management of bar staff, managing the roster and administrative management.</li> <li>• Maintain adequate stock for the bar. Undertake regular stock-take and profit calculations to ensure the bar is operating correctly.</li> <li>• Management of Club marketing and communications including advertising, website, social media, newsletters and POS.</li> <li>• Manage Club facilities and required repair and maintenance through service providers to meet both contractual standards and member service level requirements.</li> <li>• Manage all Health &amp; Safety implications arising from the operation of the Club's facilities and premises – for self, employees, contractors, members and visitors.</li> </ul>
Financial Management (15%)	<ul style="list-style-type: none"> <li>• Maximise membership sign ups on direct debit.</li> <li>• Other membership subs to be invoiced twice a year – squash in April and tennis in August; collect and account for subscriptions and competition fees; manage defaults and any withdrawal of privileges or membership as required by Club rules; process resigning or defaulting members on termination; manage member access card provision and court control systems.</li> <li>• Ensure the Club retains reliable and accurate membership information and a true picture of subscription income and receipts.</li> <li>• Process and manage all payables and receivables within the terms of the annual budget, capital budget and delegated financial authorities.</li> <li>• Maintain accurate financial records and cashflow management. Report to the Executive Committee monthly P&amp;L and bank reconciliations against budget and YTD; liaise with Club Treasurer regularly.</li> <li>• Maintain and report annual accounts to the AGM; ensure audited accounts are completed on time for the AGM.</li> <li>• Manage funding applications and process through the project lifecycle.</li> </ul>
Governance and Club improvement (10%)	<ul style="list-style-type: none"> <li>• Work in conjunction with the Executive Committee to support required meetings, communications and related governance processes.</li> <li>• Contribute to ongoing improvement of the Club's operation through regular R&amp;M, and recommendations to the Executive Committee.</li> <li>• Obtain member feedback in service standards, delivery and opportunities for change or improvement in club management, administration and services.</li> </ul>
Stakeholder Relationships (10%)	<ul style="list-style-type: none"> <li>• Constantly develop positive relationships with all key stakeholders, including internal stakeholders, sponsors, funders, local bodies and other regulatory bodies as necessary.</li> </ul>
<b>Attributes and Skills</b>	
<p><b>PERSON SPECIFICATION</b></p> <ul style="list-style-type: none"> <li>• Energetic with a passion for people, a positive face and personality to Club members and visitors</li> <li>• Interest in sports and sports administration</li> <li>• Excellent oral and written communication skills</li> <li>• Enthusiastic with a can-do attitude</li> <li>• Strong self-management skills with the ability to work independently and in a team</li> </ul>	

- Reliable and solid work ethic
- Honesty and integrity to work in a self-starting position of trust
- Effective management of staff, contractors and suppliers
- Ability to solve problems and resolve interpersonal matters
- Sound judgment in referring appropriate matters or issues to the Executive Committee
- Strong time management and prioritisation skills

**EXPERIENCE**

Previous management or administration experience ideally within the sports and recreation sector

**PREFERRED SKILLS**

Strong experience with MS Office (Word, PowerPoint, Excel, Publisher)  
 Sound financial understanding of budgeting, P&L, cashflow management  
 Holds a current LCQ and Manager certificate or able to undergo the appropriate course

**ADDITIONAL NOTES**

Flexibility in working hours to accommodate requirements around major club events, the seasonality of tennis and squash, and varying workflows.

Prepared By:		Date:	
Approved By:	Name	Date:	Date
Last Updated By:	Jo Noonan	Date/Time:	20 March 2019