

Job Description

Part-time Club Manager

AIMS:

- To support the Board in delivering the club vision as set out in the Business Plan by identifying and exploiting ways to raise external funding for capital developments, increase revenue income, and secure better value from club expenditure.
- To support the Board in the efficient and profitable management of the club.
- To support the Board and Tennis Committee in co-ordination and management of coaching programme, coaching contracts, court allocation, and court calendar

KEY RELATIONS:

The Club Manager reports to the Chairman and the Board. She will maintain close working relations with Directors responsible for tennis, membership & marketing, bar & lettings, grounds & premises, finance and the club administrator. She will also need to maintain effective working relationship with Matt Borthwick at PaL on the group coaching programme and court allocation.

DIRECT REPORTS:

Lettings Manager (Wayne), Tennis Calendar Administrator (Andrew), Club (Membership & Finance) Administrator (Chris). Consideration to be given to additional reports from Grounds & Premises contractors (Geoff, Paul, and Wayne), Bar Manager (Natalie), and Cleaner (Natalie) after 9 months or so.

DUTIES AND RESPONSIBILITIES:

Attend Board meetings (about eight a year) to report and advise Directors on relevant matters. Occasionally, attend Tennis and other committees and working groups where specific need arises.

New Business Development

- Developing income streams from lettings and club events.
- Identifying and developing *NEW* income streams which support the club vision and business objectives.
- Pursuing sponsorship opportunities and other fund-raising initiatives to support the delivery of the business plan.
- Preparing grant and loan applications in support of the business plan, including resurfacing tennis courts with clay, club-house redevelopment, and better heating/insulation of squash courts

Operational

- Overall responsibility for management and administration of new and existing and lettings contracts
- Dealing with face-to-face and telephone membership and other enquiries.
- Acting as the main day-to-day contact for members and visitors and proactively work to foster positive member relations by establishing member-friendly policies and procedures
- Ensuring only bona fide members, their guests and those attending coaching use the club's sports facilities.
- Maximising revenue from visitors' fees.

Personnel

- Maintaining up-to-date job descriptions and contracts for all regular contractors including club's own coaches and overseeing the recruitment, induction and training of contractors/coaches
- Managing, motivating and appraising contractors, including club's own coaches.

Other Duties

At the discretion of the Chairman and Board, any other duties commensurate with the above and subject to agreed hours.

HOURS

Average 20 hours per week including some evening/weekend working in accordance with duties. The Club Manager will post an on-line weekly diary of her proposed attendance, for information of the Board and members.

TERMS: To be agreed.

13 May 2015