

## **Job Description**

### **Part-time Club Manager – paid position**

#### **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. The Club Manager will maintain close working relations with Directors responsible for playing sections (tennis, squash, and croquet), membership & marketing, bar & lettings, grounds & premises, finance and the club administrator. The Club Manager will also maintain effective working relationship with Matt Borthwick and other managers at Parklangley regarding the group coaching programme and court allocation.

#### **DIRECT REPORTS:**

Head Coach (Toby) and other Tennis Coaches, Tennis Calendar Administrator (Andrew), Club (Membership & Finance) Administrator (Chris), Grounds & Premises Contractors (Geoff, Paul, and Wayne) and Cleaners (Natalie and Marianna).

#### **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
- Preparing proposals for overhaul of the club's current Mycourts tennis and squash court calendar and booking system
- Helping to progress plans for replacement club-house through active membership of Club-house Project Team (CPT)

##### **Operational**

- Overall responsibility for management and administration of new and existing and lettings contracts
- Overall responsibility for Grounds & Premises including budget and contracts management
- Overall responsibility for cleaning budget and contracts management
- 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

- Attending Wednesday evening club-play to meet & greet new members and support the on-court supervisor
- Ensuring only bona fide members, their guests and those attending coaching use the club's sports facilities.
- Maximising revenue from visitors' fees.
- Co-ordinating (with Natalie) regular emptying of light meters and other cash boxes
- Making weekly cash deposits at Co-op Bank and accounting to the Club Administrator (Chris Brooks)

#### **Personnel**

- Maintaining up-to-date job descriptions and contracts for all regular contractors within his/her direct report area (see above) including coaches for club's own sessions and overseeing their recruitment, induction and training
- Managing, motivating and appraising contractors, including coaches for club's own sessions, signing off invoices, and collecting time-sheets and coaches' client registers, where appropriate.

#### **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 two weekly diary of his/her proposed attendance, for information of Directors.

**SALARY AND TERMS:** As agreed and subject to annual review each spring.

Revised 3 April 2016