



CLUB MANAGER JOB DESCRIPTION

POSITION DESCRIPTION

Position:	Club Manager
Location:	Khandallah Tennis and Squash Club, 55 Delhi Crescent, Khandallah, Wellington
Reports to:	President KTSC
Date:	November 2020
Hours:	30 hours per week, (hours per day may be flexible, determined by mutual agreement)

ABOUT KTSC

Khandallah Tennis and Squash Club (KTSC) was established in 1899 and offers both Tennis and Squash facilities to members. The Club has approximately 350 tennis and squash members.

Members are entitled to play both tennis and squash. Facilities include kitchen, lounge, bar, changing rooms, showers and sauna. Members can also attend club days for both sports, enter all KTSC tournaments and competitions, represent KTSC in interclub and enjoy all the club facilities. Club members are also invited to join in a number of social events during the year, bring guests and participate in working bees from time to time.

The Club also allows coaching facilities and a sports clothing and equipment shop to operate from its premises.

KTSC is incorporated under the Incorporated Societies Act 1908. The land and buildings of the Club are held and managed under a separate Trust which is a registered charity. KTSC is governed by a Management Committee, which is elected each year at the AGM.

VISION

Our vision is to be the sports club in Wellington that everyone wants to belong to. We are a friendly, family orientated, welcoming club, encouraging, and catering for, all levels of play from beginners to premier competition.

PURPOSE OF THE POSITION

This role is the public face of the Club and is to be the driving force of the Club.

The Club Manager is responsible for:

- delivering and enhancing existing member services,
- promoting and securing new memberships,
- timely delivery of all administrative tasks,
- networking with and managing external partnerships
- communications with, and promotion of the Club to members and the wider community,
- identifying and working towards continual improvement of the Club's systems and facilities
- working to identify, manage existing and secure new, revenue streams available to the Club

This position has no direct reports.

KEY RELATIONSHIPS

External

- Suppliers / vendors
- Bank
- Sponsors
- Funding Bodies
- Tradespeople
- Sports bodies
- Local Community
- Wellington City Council
- Other Clubs

Internal

- KTSC Committee
- Members (current and prospective)
- Tenants
- Coaches

OVERALL ACCOUNTABILITIES

- Maintaining a welcoming and helpful presence in the office as the face of the Club and the key point of contact for users of the Club and others (including stakeholders). Some flexibility in work hours for business errands or personal matters is admissible. Flexibility would also be an advantage to accommodate requirements around major club events, and the seasonality of tennis and squash.
- Presenting a welcoming, positive and professional image of the Club at all times to members, prospective members and visitors is important.
- Ensuring the smooth and efficient, running of the Club office and its facilities.
- Answering member (and prospective member) queries, and resolving issues where possible.
- Maintaining regular and informative communications with the various demographics of the Club, including all members and targeted groups.
- Proactively promoting the Club to retain, and attract, new members through effective marketing and communications and provision of helpful information.
- Identifying, and managing, additional funding avenues such as fundraising, sponsorship and grant applications and acting in the best interests of the Club at all times.

- Liaising with individuals and community groups to promote the Club as a vibrant and attractive destination and facility, primarily for tennis and squash, but also with a view to spotting new opportunities which could be explored by the Club to secure additional revenue for the Club.
- Providing timely and accurate information, and other administrative support, to the Management Committee, and ensuring that the Club is run efficiently and that decisions of the Management Committee are implemented in a timely and appropriate manner.
- Working with members of the Management Committee to identify, prioritise and implement activities relating to the Club and its members within the scope of the Club's annual operating budget and ongoing financial responsibilities.
- Liaising and forging strong partnerships with Tennis and Squash Wellington/New Zealand to ensure the Club is a high profile venue for tournaments and activities.
- Meeting applicable Key Performance Indicators (KPIs) as are set annually by the Management Committee in consultation with the Club Manager.
- Managing and complying with the Health and Safety register, including reporting incidents and other relevant information in a timely manner to the Management Committee.
- Other (additional duties, organisational responsibilities) as may be required from time to time.

KEY ACCOUNTABILITIES

OFFICE

Overall responsibility for management of the Club office, including:

- being the face of the Club, presenting a positive, personal and supportive service to members, prospective members and visitors.
- answering the phone, clearing the Post Box and dealing promptly and effectively with correspondence and queries
- sending correspondence to targeted member groups from Club Captains or other delegates
- ensuring optimal use of the facilities
- making block bookings for courts and assisting members as required
- management of court booking system
- liaising with suppliers and tradesmen as required, and managing key contracts (eg cleaning and security contractors)
- identifying maintenance requirements, maintaining an up to date maintenance plan and overseeing all maintenance programmes, with a good understanding of financial implications
- keeping all Club records in order
- ensuring the Health and Safety file is maintained, that the Club's policy is current and that any issues are dealt with in a timely and appropriate manner
- maintaining a positive and constructive relationship with the Club's tenants
- working with the Management Committee to ensure timely, appropriate responses are developed and delivered in the event of unexpected incidents arising from time to time (eg researching organising and implementing short notice opening/operating requirements)
- identifying and advising on potential improvements with respect to time intensive manual processes, administrative systems and technology and overseeing the implementation of approved changes

MARKETING AND COMMUNICATIONS

Keeping members well informed of Club activities and marketing the Club to increase and maintain a positive and recognisable profile within the community including:

- developing and maintaining a positive relationship with all key stakeholders, including members, sponsors, funders, local bodies, sports clubs and other regulatory bodies
- maintaining the website and utilising appropriate social media channels to keep members and other informed of Club achievements and activities
- publishing regular newsletters for members and other interested parties
- Club advocacy within the local community and sports clubs and wider national sports organisations

MANAGEMENT COMMITTEE

Providing secretarial duties and administrative support to the Management Committee including:

- preparing and circulating agenda and papers for the meeting
- preparing monthly Club Manager's reports summarising monthly membership activity, documenting, advising and making recommendations to the Management Committee (and sub-Committees) on Club issues or policy decisions (eg insight/suggestions relating to memberships, dealing with community/sports body emails/communications, Health and Safety issues, maintenance requirements, funding opportunities etc)
- attending meetings and accurate and timely drafting of minutes and action lists
- providing support in preparation of papers required for AGM (including annual report)
- working with Management sub committees as required
- fulfilling other duties as may be required from time to time

MEMBERSHIP AND SUBSCRIPTIONS

Overall responsibility for:

- managing memberships, including issuing invoices, collecting subscriptions, loading details into the Club's system and cancelling memberships as required
- ensuring compliance with tennis and squash association requirements, including completion of necessary Squash and Tennis annual affiliation returns, addition/deletion of new members, and maintaining iSquash and tennis registrations
- assisting in the organisation of interclub team entries, club championships and social events as required
- answering member and prospective member queries
- maintaining accurate membership and accounting systems (including upgrades if required)
- driving membership initiatives, through proactive and effective campaigns to reach new members
- converting membership enquiries into new member

FINANCE

Financial duties include:

- undertaking the Club's day to day banking, including bar takings
- ensuring that the bar float is appropriately maintained
- obtaining appropriate approvals and processing payments to suppliers
- issuing invoices for Club related activities on a timely basis
- timely reconciliation of bank statements and entering financial information into accounting package
- assessing (in conjunction with the Club Treasurer) financial implications of new activities or projects, analysis of funding requirements
- working with the Management Committee and the Club Treasurer to develop and review immediate and long term revenue and expenditure models
- being familiar with, identifying and pursuing established and new opportunities for sponsorship and funding opportunities and making appropriate applications with approval of the Management Committee
- ongoing review of finance processes with respect to the Club (including the bar) and advising on any identified inefficiencies and potential improvements
- delegated financial authority to be advised as appropriate by the Management Committee

OTHER

- Promoting the use of the facilities, lounge and bar area to club members and the local community for suitable income generating private functions
- Other duties as requested by the President and/or Management Committee

Professional / Technical Skills and Knowledge

The position requires demonstrated experience in a sole charge administrative and management role, knowledge of modern office and accounting software packages and excellent interpersonal and time management skills, specifically:

- previous experience in managing an office (preferably for a sports club)
- proven ability to work independently, efficiently and to deadlines
- highly numerate with good attention to detail and accuracy
- proficient in the use of club membership systems and Microsoft Office Suite (specifically Word, Excel and Outlook)
- experience with website and social media usage
- well-developed interpersonal and customer service skills
- a sound knowledge of accounting including expertise in use of accounting systems, invoicing and payment processes
- proactive in seeking opportunities to promote the club to members and sporting bodies in line with the strategic plan
- a good understanding of the effect of immediate and long term revenue and expenditure requirements on the Club
- Having a Bar Manager's licence is a condition of employment. If one is not already held, a licence application will be supported by the Club (however, if this is declined then any ongoing employment will be in jeopardy)

Personal Attributes

The role provides wide scope for someone who can identify the strengths and weaknesses of the Club and convert opportunities into achievements. This includes the following requirements:

- Demonstrating initiative/problem solving/being solution focused
- reliability, with a solid work ethic and attention to detail/accuracy
- self motivation
- opportunity spotter, driving membership and club events
- excellent governance skills
- advocacy skills
- positive enthusiasm and energy
- adaptability
- excellent communication skills, both verbal and written
- well developed relationship management abilities at all levels – both internal and external to KTSC
- strong time management and prioritisation skills
- sound judgement in either dealing with, or referring appropriate matters to the Management Committee

Desirable Attributes

- A strong empathy with sports clubs, preferably within tennis and/or squash and being a 'people person'

General

- The job holder must be eligible to work in New Zealand with Permanent Residency status
- A current and clean driver's licence is required
- The job holder must hold, and continue to hold during their employment, a Bar Manager's licence
- We will undertake a police check on the successful applicant