CLUB MANAGER

JOB DESCRIPTION

(SAMPLE ONLY)

**REPORTS TO:** Squash [Club] Management Committee.

**LOCATION:** [Club]

**HOURS OF WORK:** [Full / Part] time position with regular weekend and evening work, flexible hours required

**KEY RELATIONSHIPS:** Squash New Zealand staff

 Regional Squash District Association staff

 Regional Sports Trust staff

 Squash Clubs and Venues throughout region

 Local Authorities

 Schools

 Coaches and Volunteers

 Regional Community Trusts and other charitable funders

 Resource Suppliers

**ROLE PURPOSE**

The Squash Club Manager is responsible for leading activities, initiatives and managing all operational, members’ services, facilities and administrative activities of the Club as per the strategic plan, the annual operating budget and other requirements.

## **KEY CONTRIBUTION AREAS AND STRATEGIC OUTCOMES**

**Membership and Activity Management**

* To lead, develop and publicize an annual programme of Club activities and member services.
* To welcome prospective and new members; maintain and provide information packs and marketing materials and convert membership enquiries into new members.
* To manage club and member communications including regular emails, Facebook and website updates and all inward / outward correspondence.
* To actively support Club membership campaigns through materials production and personal representation to potential new members.
* To drive community marketing programmes in businesses, schools and other groups to raise the Club profile and membership.
* To support full member utilization of facilities, resolving issues and complaints as required.
* To lead and liaise with coaching contractors and suppliers to enhance optimal utilization of club facilities, including competitive, social and business house elements.
* To liaise with committees and relevant Squash personnel to ensure tournament / interclub scheduling, facilities bookings and associated administration requirements are met.
* To oversee opening hours, staffing, service standards, stocking and regulatory compliance requirements of the bar.

**Facilities and Financial Management**

* To process all membership invoicing twice a year and collect and account for subscriptions.
* To manage defaulters and any withdrawal of privileges / membership as required by Club rules.
* To process resigning / defaulting members on termination.
* To manage member access cards provision and court control systems.
* To ensure that the Club retains reliable and accurate member information and a true picture of subscription income and receipts.
* To process and manage all payables and receivables within the terms of the annual budgets and delegated financial authorities.
* To maintain the Club’s financial records, liaise with the Club Treasurer and report to the Executive on the financial state of the club, including monthly P&L and bank reconciliations against budget and YTD.
* To manage the preparation of the Club’s annual accounts with the external accountant, and oversee the yearly accounts review.
* To make applications for funding to Trusts and other potential sources of income.
* To manage Club facilities and required repair / maintenance through service providers to meet both contractual standards and member service level requirements.
* To promote and manage the club lounge & bar for private function hire when not required for club activities.
* To manage all Health and Safety implications arising from the operation of the Club’s facilities and premises – for self, employees, contractors, members and visitors.

**Governance and Club Improvement**

* To work in conjunction with the Executive and Committees to support required meetings, including communications and related Governance processes.
* To compile and distribute the club’s Annual Report.
* To implement an annual member’s survey to obtain member feedback on service standards, delivery and opportunities for change or improvement in club management, administration, services.
* To constantly develop positive relationships with all key stakeholders.

## **PERSON SPECIFICATIONS**

**Essential**

* A passion for members and for provision of service to achieve member satisfaction.
* Ability to deliver Squash programmes and effectively manage staff, contractor and supplier relationships.
* Sound understanding of Squash and its value to its people and their communities.
* Outstanding communication, networking, reporting and presentation competencies.
* High levels of organisational, administrative, planning and reporting skills.
* Computer literacy required with emphasis in Microsoft Word, Excel, PowerPoint and the Squash New Zealand online iSquash database system.
* A track record of making a positive contribution to a team effort.
* A sound understanding of budgeting, P&L and cash flow management.
* An understanding of how to develop and maintain effective relationships.
* Leadership with ability to deliver performance through and from others.
* Good customer service skills (listening, communication and mediation skills).

**Desirable**

* A relevant tertiary qualification
* The ability to relate and work with a wide variety of people.
* Operate as a trouble shooter and problem solver, demonstrate flexibility and ability to adapt.
* Knowledge and relevant experience in the sport sector.