



# JOB DESCRIPTION CLUB MANAGER NORTH SHORE SQUASH CLUB

NSSC 2021

21 SHEA TERRACE TAKAPUNA NORTH SHORE AUCKLAND

## Position: Club Manager North Shore Squash court

Reporting to	Club Executive Committee through the President or Nominee Club President
Location	North Shore Squash Club
Purpose	The role manages all operational, member services, facilities, and administrative activities of the club
Business context	North Shore Squash Club is a not-for-profit community organization which provides its members sporting and social facilities, in return for which they pay membership subscriptions. The Manager is a key role in managing the provision of these services to members, and the attendant administration activities required to run the Club's operations successfully and cost-effectively.

## Personal Attributes

<ul style="list-style-type: none"> <li>• Excellent communication skills – both oral and written</li> <li>• Energy – a visible, positive personality in the lives of Club members</li> <li>• Leadership – able to lead and deliver performance through and from others</li> <li>• Maturity to effectively manage staff, contractor, and supplier relationships</li> <li>• Flexibility in working hours – to accommodate requirements around major club events, the seasonal nature of squash, and varying work flows</li> <li>• Judgment to accurately refer appropriate matters / issues to the Executive for support / resolution</li> <li>• Ability to solve problems and resolve interpersonal matters</li> <li>• Honesty and integrity to work in a self-starting position of trust</li> <li>• Sound understanding of budgeting, P&amp;L and cash flow management</li> <li>• Technological proficiency in Microsoft Office, and web / PC based communication.</li> <li>• Personal organisation – to prioritize own time; manage office files and systems, and to work effectively with an elected Committee governance structure</li> </ul>
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## Experience

Essential	Desired
Understanding and experience in Club Administration	Experience in Squash Administration
Experience Running sports events	Experience running Squash Tournaments
Understanding and Experience in using and interpreting financial information and documents	Social media engagement
Experience building Budgets	Wix website administration
Experience managing maintenance contracts	Strategy planning and implementation
Experience in a Customer facing role	Managing contractors
Basic understanding of Xero	Alcohol Licence

## Role Dimensions

Operating Budget	Determined annually – delegated financial authorities and Executive consultation and communication requirements will be advised as necessary
Capital Budget	Determined annually – Executive approval will be required for capital items
Direct Reports. <i>No Direct reports</i>	Liaison role and leadership responsibility with contracted bar manager, squash coaches, cleaning contractor, kitchen, trades, and ancillary service providers.

## Key Relationships

### Internal Stakeholders with a view to:

Executive Committee	Prioritisation of activities to meet Club requirements as per the 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.
Squash coaches, administrators; and squash committees	Optimal use of facilities. Scheduling of court availability. Administration of all club/sports and in-house competitions – supported by Committees and members. Mutual support to meet Club member services requirements and other objectives as specified in their performance contracts. Resolution of issues. Leadership and administrative support to committees.
Bar Manager, Cleaning, kitchen/cafe and other contractors	Cost and quality effectiveness from Bar activities and other service providers. Problem resolution as necessary. Maintenance of Club facilities in good condition.
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 – internal publicity and event marketing. Website and email etc communications.

## Key Relationships

### External Stakeholders:

To engage with and build partnerships with all local community groups. Provide and support local community groups with participation and membership programs to drive membership retention and acquisition. Report to executive committee detailing plans and actions to achieve growth in membership.

Squash Auckland	To ensure compliance with 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.
Other clubs' managers	Review best practice in club administration at other squash clubs and their managers (and regional bodies)
Trusts and other charitable / commercial funding providers	Develop excellent relationships with Trust personnel; enhance reputation of (club) as a worthy recipient of grant monies; be expert in processes and sources for achieving funding.
Commercial and Suppliers	Promote and maintain relationships with lessee's and users of the club's infrastructure such as car park, lounge and fitness centre. Maintain supply quality, costs and enhance supplier partnerships to achieve Club budget and other objectives. Maintain existing and seek out new sponsors of the club.

## Key Responsibility

Key Accountabilities	% time spent	Key Tasks (How are they to be achieved)
<ol style="list-style-type: none"> <li>1. Manage the membership life cycle</li> <li>2. Provide member services; Lead and develop Club spirit and culture</li> <li>3. Deliver an outstanding member experience</li> </ol>	55%	<ol style="list-style-type: none"> <li>1. Lead, develop and publicise an annual programme of Club activities and member services</li> <li>2. Welcome prospective and new members; maintain and provide information packs and marketing materials; turn membership inquiries into new members</li> <li>3. Manage Club / member communications including regular newsletters, social media, web / email notices and inward/outward correspondence</li> <li>4. Actively support Club membership drives through materials production and personal representation to potential new members</li> <li>5. Drive community marketing programmes in businesses, schools etc to raise Club profile and membership</li> <li>6. Support full member utilization of facilities, resolving issues and complaints as required</li> <li>7. Lead and liaise with squash coaching contractors and kitchen contractor to enhance optimal utilization of club facilities, including competitive, social, and business house elements</li> <li>8. Liaise with Squash Committees and Executive to ensure tournament / interclub scheduling, facilities booking, and associated administration requirements are met</li> <li>9. Observe opening hours, staffing, service standards, and regulatory compliance requirements of the bar and club in consultation with nominated Executive members</li> </ol>
<ol style="list-style-type: none"> <li>4. Financial and facilities management</li> </ol>	30%	<ol style="list-style-type: none"> <li>1. Process all membership invoicing (as determined by the club executive committee); collect and account for subscriptions; manage defaulters and any withdrawal of privileges / membership as required by Club rules; process resigning / defaulting members on termination; manage member access cards provision and court control systems</li> <li>2. Ensure that the Club retains reliable and accurate member information and a true picture of subscription income and receipts</li> </ol>

		<ol style="list-style-type: none"> <li>3. Process and manage all payables and receivables within the terms of the annual budget, capital budget and delegated financial authorities.</li> <li>4. Maintain the Club’s financial records and report to the Executive on the financial state of the Club – including monthly P&amp;L and bank reconciliations against budget and YTD; liaise with the Club Treasurer</li> <li>5. Make applications for funding to Trusts and other potential sources of income</li> <li>6. Manage club facilities and required repair / maintenance through service providers to meet both contractual standards and member service level requirements</li> <li>7. Manage all Health and Safety implications arising from the operation of the Club’s facilities and premises – for self, employees, contractors, members, and visitors</li> </ol>
5. Governance and Club improvement	10%	<ol style="list-style-type: none"> <li>1. Work in conjunction with the Executive and Committees to support required meetings, communications, and related Governance processes</li> <li>2. Contribute to ongoing improvement of the Club’s operation, including the means by which the duties of this role are carried out</li> <li>3. Seek and obtain member feedback on service standards, delivery and opportunities for change or improvement in club management, administration, services</li> </ol>