



Job Description – Club Manager

Westside LTC is a thriving 12 court members' tennis club located in a prime location in the heart of Wimbledon. It has over a 1000 members and a waiting list and is renowned for the quality of its competitive tennis, a hugely popular coaching team and social tennis set up.

Purpose of the Role

Responsible and accountable for ensuring that the club is fully operational and functional on a day to day basis to meet our club members' needs, including the management of club staff. To be the "face" of Westside, ensuring the member experience is the best it can be. This is a full-time position (40 hours) that requires flexible working including work on weekends and evenings. The club opens from 7:00am to 10:30pm approx. 7 days a week.

Main Duties & Responsibilities

Finances

The manager will be expected to maintain the day to day running of the club from a financial perspective, and oversee all major income and expenditure, including but not limited to, subscriptions, sponsorship, clubhouse, and court maintenance. The manager will have authority to approve expenditure up to an agreed limit relating to the immediate needs of the club, however all large outlays will be discussed with and approved by the Finance committee.

Membership

A vital attribute of the successful applicant will be the ability to look after the membership and create an enjoyable atmosphere for the variety of members that the club caters for. This will include a wide range of tasks such as recruitment and induction of new members, maintaining accurate membership databases, as well as ensuring regular communication with the members across a range of mediums and dealing with any suggestions/complaints that may arise.

Operations

As a leading club in Surrey we expect the successful applicant(s) to be able to manage/oversee the routine tasks that make any thriving club run efficiently. These will include but are not limited to; management of staff (such as, bar and catering, cleaning, maintenance, grounds and any admin support); ensuring all certificates, insurance and licences are kept up to date with regards to Health and Safety, bar license, LTA affiliation etc, and to make sure that the club website is kept up to date. The manager will be the main point of contact for all member enquiries and will be required to manage court assignment via our court booking system and work closely with our Head Coach and her highly successful coaching team as well as team co-ordinators to ensure the club runs smoothly.

Facilities

The manager is responsible for ensuring the club buildings, courts, lights, and grounds are kept clean, well-maintained and arrange any necessary repairs in a timely manner. They will be required to oversee any major redevelopment including court resurfacing, floodlight upgrades, clubhouse development and management of any contractors and suppliers. They are also responsible for the security of the club i.e. that the buildings are locked at night with alarm system on, and that cash is locked in the safe and banked on a regular basis.

Events

Westside runs events both on and off court. The manager will be responsible for working with the subcommittees, Head Coach and bar and catering staff to arrange and advertise all events and ensure that they are run effectively for the enjoyment of the members. On court, the manager is tasked with entering the various teams and individuals into National and Surrey competitions, running the Box leagues and the Club Championships, and managing the annual Wimbledon Ballot and any sponsor days. Ensuring all events are run with the membership in mind.

Tea Bar & Bar Management

The manager will be responsible for the supervision of the Bar and Catering unit ensuring that the best possible service is provided for the members. This includes making sure that a clear staffing roster is maintained, and that appropriate staff are employed and available to man this roster, a fair pricing structure is in place and adequate stock levels are always maintained. The manager may also be required to serve behind the bar should the need arise.



Development of the Club

The manager will be responsible for working with the committee in developing Westside; this might include seeking funding from the LTA and other relevant bodies, development of the club house and linking with local schools, colleges and universities to grow our younger membership. The manager is also responsible for building relationships with other local organisations and bodies to support the local community (local golf club, businesses, charities, etc).

Person Specification – Club Manager

Abilities/Skills/Knowledge

- A passion for tennis and/or sport (E)
- Be a self-starter, change leader (E)
- Ability to deal with people in a professional and engaging manner (E)
- Work well as part of a team (E)
- Actively cooperate and communicate with others, fostering a culture of teamwork and collaboration (E)
- Proactively drive implementation of improvements across the club (E)
- Organised, productive and detail oriented and able to work independently (E)
- Strong admin skills and knowledge of Access database & Microsoft Office (Excel, Word, PowerPoint, Outlook) (E)
- Ability to meet designated deadlines and manage multiple tasks (E)
- Flexible and open to change and new information; adapts behaviour and work methods accordingly (E)
- Happy to get their “hands dirty” around the club, ensuring that the club is kept maintained, tidy and fit for purpose at all times. (E)
- Must have the ability to make quick decisions in a fast-paced environment (E)
- An ability to review the current operation and identify practical areas for improvement (E)
- Experience of website design (D)

Previous Experience

- Experience of supplier management, including responsibility for managing service levels of third-party services on site. (E)
- Experience of stakeholder management (including Children & Parents), being part of a committee and working within a member’s club. (E)
- Has demonstrable team management experience, with proven evidence of managing performance. (E)
- Experience in shaping and driving strategies to generate new business to positively impact revenue streams and profit. (D)
- Minimum of 2 years’ experience of managing a tennis club, a fitness, sports or leisure club, or has a retail or hospitality background, within a customer interfacing role. (D)
- Capable of analysing and reviewing financial management information (D)
- Appreciation of food hygiene and health and safety in the workplace. (D)

Education/Qualifications/Training:

- Relevant Health and Safety & First Aid training (D)
- Anyone appointed will need to fulfil DBS requirements and where any required training qualifications are not held these will be funded by the club.

E - Essential

D - Desirable