

## **Job description**

Title: Club Manager

Reporting to: Club chairman

Location: East Hertfordshire

Start date: May/June 2021

Staff: Two full time staff for bar and catering. Flexible pool of staff to support.

## **About the Club**

The Club, is a private members club originally established in 1900. The Club is governed by Committee, led by the Club Chair.

Members total approx. 350 who have access to the private members bar and snooker room. The Club also has a Function Room which is hired out to the general public/members for parties/christenings/funerals and local club/community events. Catering is also provided for members and functions.

## **Overview of the Role**

The role is a newly established role, and requires a manager with a proven track record of promoting and running a multipurpose Club ensuring:

Employees:

- Work in a safe and respectful environment, where they can excel.

Members, guests and hirers are provided with:

- A safe and secure environment.
- High standard of customer focus and care.

The Club:

- Operates within all local and national regulations.
- Business targets are met, in particular the long-term profitability of the function room.

## **Key areas of responsibility**

### **Function room**

To secure profitable bookings for the function room, including advertising through various channels, in particular Social media (Facebook/twitter/Instagram/other local community websites/forums).

Ensure functions are adequately staffed (bar and catering) and prepare costings in advance to ensure profitability of the function room bookings.

### **Staffing**

To train bar and catering staff in operational procedures and customer care. To ensure staff have relevant certifications e.g., food hygiene.

Establish and manage staff rotas to maintain advertised services to members and function room bookings.

Maintain a flexible pool of staff to support functions and events.

Performance reviews with staff.

### **Health and Safety**

Ensure all health and safety rules are followed by staff, members, guests and visitors.

To be present at all inspections from local authorities.

To work with Chair/Committee to ensure all relevant risk assessments are in place.

Ensure all accidents/incidents and recorded.

Ensure catering team adhere to food hygiene practices and maintain documentation to support inspection.

### **Premises and equipment**

Ensure bar staff keep tables etc. in a clean condition, free of dirty glasses/crockery/food

Ensuring the premises are clean, safe and tidy internally and externally.

Ensuring the security of the building and car park, including locking up, fire alarm, emergency lighting, access and intruder alarm, and CCTV, recording all faults and ensuring fixed.

To ensure that the Club Equipment is maintained in good condition at all times and liaise with admin office to ensure all routine maintenance is carried out.

Maintain a log of all building and operational faults and report to Chair/Committee.

### **Stock**

Bar cellar is kept in good order, temperature is adequately maintained, cleaned and adequately stocked.

Ensure stock is rotated by date and served within use by dates. Stock is ordered on time.

Check deliveries from suppliers.

Pricing reviewed regularly in conjunction with the Bar Committee/Chair

To assist in any stock take

### **Website and Social media**

Ensure social media channels are kept up to date with current and engaging content

Ensure website is kept up to date with member events and function room information.

### **Administration**

To ensure daily till receipts are signed and submitted to the admin office promptly.

Responsible for gaming machine receipts and snooker meters.

Check supplier invoices and staff time sheets.

### **Other**

To serve in the Members and Function Bar, in particular at Member Events and large functions.

To deal with any complaints from members or customers, maintain log and report to Chair/Committee.

Formal monthly report to the Chair/Committee.