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| **Hythe Cricket & Squash Club**  **Job Description** |

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| Job Title: | Assistant Club Manager |
| Reports to: | The Club Manager |
| Staff Responsibilities: | Manage a small team of bar/casual/contract staff |
| Hours of work: | Twenty hours per week worked flexibly on site over 3-4 days, including evenings and weekends. |
| Salary Range: | £12.00 to £15.00 per hour |
| **Summary of Position:**   * To share responsibility for managing the bar, clubhouse and grounds daily. * Work with the committee, members and partners of HCSC to promote the Club, drive increased membership, and engage the community in functions, events and sporting activities. * Manage, train and motivate a small staff team to promote teamwork and ensure excellent customer service for members and customers. * Ensure the bar delivers an offer to meet the Club's needs and develop a food offer to increase revenue. * Ensure club compliance with laws and regulations concerning alcohol, food service and charity status. | |

**Primary Responsibilities**

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| |  |  | | --- | --- | | Drive an appropriate marketing and promotion programme (using digital and traditional media) to increase membership, raise the profile of the Club and maximise revenue for the Club. | Manage internal and external bookings, and keep the club events calendar up to date. | | Liaise with committee members, volunteers and partners to deliver and ensure the smooth running of club activities and external bookings. | Identify and implement initiatives to create new sources of revenue, including a food offer. | | Ensure the Club is open and appropriately staffed at the agreed times. | Manage staff appointments and work schedules. Create a positive work environment for staff, and ensure staff are trained to provide excellent customer service and act as ambassadors for the Club. | | Monitor inventory of beverages and food to ensure the proper stock levels and liaise with suppliers. | Create a welcoming environment for members and customers, invite feedback, resolve issues and provide solutions to complaints. | | Control the Club's financial administration. | Manage Club contracts to ensure club facilities are well maintained. Oversee the cleanliness of the bar and kitchen area, and pay attention to possible health hazards and regulation violations. | | Apply for the necessary licenses to ensure all events and activities comply with current legislation. | Provide weekly and monthly sales reports to the Club Chairperson. | | Carry out club risk assessments and report any concerns. | Ensure the Alarm and CCTV are working and maintained correctly. | | Share responsibility for an out of hours on call phone. (Club emergencies only) | Cover shifts on the bar when required. (Additional hourly rate applies if outside of agreed hours.) | | | | |
| **Personal Specification** | **Essential** | | **Desirable** |
| **Qualifications/Skills & Training** | Thorough knowledge of alcohol and service laws.  Excellent verbal and written communication skills.  Excellent customer service and problem-solving skills.  Financial management skills.  Confidence with IT systems, and competence using social media. | | Business, Marketing, Hospitality & Catering Qualifications.  A Personal Licence to authorise alcohol sales.  Level 2 Certificate in General Food and Beverage Service.  In-house training with other hospitality organisations.  Working knowledge of word press website.  First Aid and Safeguarding awareness. |
| **Experience** | At least two years experience of working in a busy bar, pub, sports club or restaurant environment.  Evidence of leading a team and managing performance.  Experience in managing functions & events. | | Experience in setting priorities and working to deadlines.  Experience in working to financial targets.  Experience in working with volunteers.  Experience in marketing and networking. |
| **Qualities and Attitude** | A hands-on attitude and ability to lead by example.  High level of personal integrity and trustworthiness.  A confident, friendly manner.    Ability to communicate with a wide range of people in a positive and influential manner.  Ability to be flexible and adapt to changing situations.  The confidence to enforce club rules and code of conduct.  Good sense of humour. | | An interest in sport and understanding of community engagement in sport. |
| **Product Knowledge** | Understanding of line cleaning and cellar management. | | Experience with Epos till systems. |
| **Competencies** | | | |
| 1. Expertise | | 5. Problem Solving, Judgement & Decision Making | |
| 2. Effective Communication | | 6. Leadership & Motivation | |
| 3. Commercial & Business Awareness | | 7. Working with Others / Teamwork | |
| 4. Proactive Approach | | 8. Planning, Organising | |