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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.
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**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.) |

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| **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 |