

JOB DESCRIPTION

JOB TITLE: CLUB MANAGER

Reports to:	Club Waimea Board
Location:	Richmond, Tasman District
Key Relationships:	Club President, Vice President and Executive Members Club Members and Employees Board Chair and Members Key Suppliers
Date:	31 st August 2026

The purposes for which Club Waimea is established include:

- To conduct, administer and maintain a Club for its Members, the community and for such persons as are authorised from time-to-time, and
- To provide amenities and cultural activities, and
- To promote sports, and
- Generally, to provide an atmosphere where Members may meet and enjoy companionship and camaraderie with one another.

The role of Club Manager is pivotal to the achievement of these purposes.

The Club Manager is the visible face of the Club to its members and to the wider Tasman community.

Accordingly, the role requires the Manager to demonstrate ongoing professionalism, leadership and integrity.

The role includes duties acting as the Club's Secretary and Contact Person.

ROLE PURPOSE

The overall role of the Manager is to carry out all such duties as are required to manage the affairs of the Club.

The Manager is accountable to the Board, through its Chairperson, being that body's only direct employee. All other employees are under the direct control of the Manager.

The Manager attends and takes part in all Board, Executive and General Meetings, except on occasions where the Directors and Executive Members decide otherwise.

The Manager is the Club's representative in respect to both legislative provisions and legal requirements **and** will act also as the Secretary of the Club.

The Manager is a Contact Person for the purposes of the Incorporated Societies Act 2022.

RESPONSIBILITIES

Staff Management	<p>The engagement and termination of staff employed by the Club.</p> <p>The general supervision of all staff.</p> <p>Creation and control of effective, economical rosters and staff hours.</p> <p>To be conversant with all aspects of the employment agreements for and/or on behalf of the Club.</p> <p>Staff motivation and maintenance of effective employer/employee relations.</p> <p>Training and support for the Club's staff to assist them in serving its members.</p>
Financial Management	<p>Creation and ongoing control of all financial transactions.</p> <p>Cash handling and management, including till and gaming float, cash reconciliations and banking.</p> <p>Financial systems' understanding and their daily use for all business transactions, including till software, accounting, and payroll systems.</p> <p>Online banking transactions and enquiries, including financial reconciliations.</p> <p>Financial reporting, budgeting and modelling.</p> <p>Liaising with the Club's accountants and auditors.</p>

Club Waimea

<p>Contract Management</p>	<p>Procurement from, and overseeing of, all contractors to the Club.</p> <p>Ensuring that all contracts are current and the contractors are complying with their provisions.</p> <p>Negotiating and monitoring the restaurant contract and ensuring satisfactory service and hygiene standards in the restaurant.</p>
<p>Stock Control</p>	<p>Maintaining permanent records of all goods ordered and received, and of stocks held at any given time and of the methods of disposal.</p> <p>Ensuring that assessments are undertaken as directed by the Board.</p> <p>Keeping prices and mark-ups under constant review and making recommendations to the Board as required.</p>
<p>Gaming Management</p>	<p>Ensuring accuracy in the handling and recording of all gaming income, ensuring completion of all required reporting to the appropriate government agencies and compliance with the distribution of funds in accordance with the Authorised Purposes.</p>
<p>Property Management and Maintenance</p>	<p>Ensuring the adequate and efficient maintenance, cleanliness and services of the Club.</p> <p>Ensure the efficient hiring out of the Club's assets and facilities.</p>
<p>Marketing and Promotion</p>	<p>Planning and implementing a marketing and promotional strategy for The Club; overseeing all marketing initiatives.</p> <p>Initiating, supervising and controlling all advertising.</p> <p>Devoting time each week to interact and socialise with Club members. <i>[Approximately four (4) hours per week should be devoted to this component of the Employee's work, including attending at the Club on any of Thursday, Friday and Saturday evenings.]</i></p>
<p>Meeting Attendance and Recording</p>	<p>Attending all Board and Executive Committee meetings at the request of their Chairpersons. <i>[The Manager shall have full speaking rights but will have no voting rights at any such meetings.]</i></p> <p>Recording and circulating minutes of meetings.</p>
<p>Health, Safety and Wellbeing</p>	<p>Complying with the Health & Safety at Work Act 2015 and the Club's health & safety policies and procedures.</p>

These responsibilities may change from time-to-time to meet operational or other requirements.

SKILLS, KNOWLEDGE AND BEHAVIOURS

<p>Leadership</p>	<p><i>Inspires and drives results.</i></p> <p>Clearly communicates and commits to a shared purpose and direction which is aligned to the Club’s goals.</p> <p>Sets ambitious goals for self and staff to deliver successful outcomes.</p> <p>Encourages and promotes creativity and improvement.</p> <p>Celebrates successes.</p> <p>Uses Members’ feedback to enhance the performance and engagement of staff.</p>
<p>Managing people</p>	<p><i>Ensures people are engaged and motivated to serve the Club.</i></p> <p>Has regular coaching conversations with staff members, encourages and shares information and experience.</p> <p>Gives and receives feedback to enable people to develop their knowledge and skills.</p> <p>Ensures all staff are clear on performance expectations and how they are progressing, while providing appropriate support.</p> <p>Where possible, provides staff with development opportunities to enhance their personal effectiveness.</p>
<p>Member services delivery</p>	<p><i>Delivers excellent customer service to Members.</i></p> <p>Provides a range of proactive and professional hospitality services.</p> <p>Seeks to better understand Members’ needs and improve and enhance the services the Club provides.</p> <p>Makes decisions and provides options to meet Members’ expectations and enhance the customer experience.</p> <p>Takes ownership to resolve problems and follows through to ensure that commitments made are met or exceeded.</p> <p>Aligns processes and policies to meet Members’ needs.</p> <p>Engages with members and suppliers in ways that positively grow the Club’s reputation.</p>

Club Waimea

Working together	<p><i>Works well with others, to deliver first-class Members' experiences.</i></p> <p>Communicates shared goals clearly and effectively.</p> <p>Builds and maintains positive relationships.</p> <p>Respects the needs and contributions of others.</p> <p>Manages and resolves conflict effectively.</p> <p>Role-models collaborative behaviours.</p>
Legal and regulatory understanding	<p><i>Understands the responsibilities and accountabilities of the current legislative and regulatory environment.</i></p> <p>Understands relevant legislation and ensures the Club's full and constant compliance.</p> <p>Keeps up to date with current legislation, regulations, policies, practices and trends.</p> <p>Understands the direction of upcoming legislation that might affect directly the Club's operations and its services to Members.</p> <p>Provides timely guidance and advice to the Board and Executive about laws and regulations where appropriate.</p> <p>Applies industry standards and best practices.</p>
Continuous improvement and change	<p><i>Is forward-thinking, innovative and open to change.</i></p> <p>Looks for opportunities to make improvements and add value to the Club.</p> <p>Challenges where there are issues, risk or inefficiencies.</p> <p>Sees opportunities and responds positively to change.</p> <p>Is open to feedback and seeks out personal opportunities to learn and grow.</p>
Commitment to Club Waimea	<p><i>Committed to the Club's high performance and reputation; making a difference to the people in our community</i></p> <p>Represents the Club with professionalism, courtesy and integrity.</p> <p>Engages proactively with Members and the wider community.</p>

QUALIFICATIONS AND EXPERIENCE

Essential	Experience in delivering hospitality services. Experience in financial transaction management, cash management, reconciliations, reporting and budgeting. A valid Club Manager's Licence [or the ability to obtain one].
Desired	Financial forecasting and modelling.

DELEGATIONS

Number of people reporting to the role	10
Total number of people within the Manager's delegation	10
Operating budget	\$5,000
Capital budget	Capital works are approved by the Board.