



Position Title: NOLTC General Manager

Job Type: 25-35hrs per week (seasonal) self-employed basis

Pay Rate: £20 per hour

Location: North Oxford Lawn Tennis Club (NOLTC), 546 Banbury Rd, Oxford OX2 8EQ
(Based on site)

Background: North Oxford LTC is a large tennis club managed by dedicated volunteers. With a desire to develop the club for the future and increase the number of activities and members, the club is seeking a General Manager to provide essential support and an on-site presence, to execute the Committee's programme, and to play a core role in achieving our vision.

Key Responsibilities:

1. Supporting the Management Committee

- a. Work closely with the Management Committee, reporting to the Club Executive team.
- b. Align work with the club's strategy and mission, contributing to its growth and success.
- c. Execute decisions made by the committee.

2. Member Support

- a. Be responsible for overseeing club admin as the primary point of contact for member queries, managing emails, and attending to the club phone, with support provided by the Club Administrator.
- b. Through on-site presence, welcome and assist potential new members, providing information about the club.
- c. Managing regular club events, to include organising sign-up forms for special events and supporting event setups.

3. ClubSpark Management

- a. Knowledgeable in ClubSpark, the online court booking/coaching system.
- b. Monitor court bookings and optimise court usage, working with various club stakeholders.

4. Online Presence and Promotion

- a. Liaise with Social Media Expert on the club's social media accounts. Agree and sign off planned content.

- b. Own website content – ensuring all club web and physical assets are up to date.
- c. Maintenance of club IT systems.
- d. Work with Clubspark admin to engage with online community and oversee responses to comments and enquiries.
- e. Collate monthly newsletter content for administrator to issue to members.
- f. Formulate and deploy marketing and promotional plan.

5. On site responsibilities

- a) Manage guest fees and check the status of players at the club.
- b) Arrange meetings with potential new members.
- c) Maintain visible information and notice boards and keep the website current with club events.
- d) Manage and oversee maintenance of grounds (gardening, fencing, gates, signage).
- e) Oversee Clubhouse hygiene.
- f) Work with hockey club to agree and provide clubhouse member services.
- g) Liaise with Council re grass courts.
- h) Liaise and manage suppliers and trades people for on-site issues (floodlights, electrics, plumbing, pest control etc.)
- i) Oversee tournaments.

6. Additional responsibilities:

- a. Assist in policy reviews with the Club Chair, Secretary, and relevant Committee Members.
- b. Collaborate with the Head Coach to establish tennis coaching and other development and improvement programmes for juniors and adults.
- c. Support the coaching team in the delivery of the programme and identify new opportunities to maximise coaching time and optimise court usage.
- d. Ensure compliance with legal responsibilities, including DBS checks, insurance, contracts, PAYE, GDPR, health and safety, risk assessments, and LTA annual declarations.
- e. Maintain the self-serve coffee machine and refreshment provision - opening bar where required.
- f. Maintain an on-site presence.

Deliverables:

- a) Increase membership numbers, holiday camp numbers and club sessions numbers.
- b) Bring new events and tournament opportunities to the club.

Person Specification:

- Experience of developing and managing strong relationships with suppliers.
- Experience of marketing and promotion to support Club growth.
- Self-starter with the ability to manage own diary and motivation and show initiative to identify and fix issues.
- Desire to deliver the club vision as defined by the Committee.
- Friendly, sociable, approachable and professional.
- Strong communication skills, both written and verbal.
- Highly organised with excellent attention to detail.
- Proficient in IT, including Microsoft Word, Excel, and other relevant software.

Key Contacts:

- Club Chair
- Head Coach/Coaching Team
- Vice-Chair
- Club Secretary
- Treasurer
- Membership Secretary
- Other Committee Members as needed
- Oxford Hawks Hockey Club representatives
- Oxford City Council and other key suppliers

Please submit your letter of interest and CV to noltc.secretary@gmail.com. Closing date for applications Tuesday 9th April 2024.