



Role Description -Director (Member Services)

Role: The Director (Member Services) has overall responsibility for the delivery of club services to members.

Responsible To: Club President and Board.

Responsibilities: The Director (Member Services) is responsible for:

1. Management of the club member services team and providing appropriate oversight of their activities
2. Coordinating all functions associated with the provision of services to members
3. Responsible for reviewing and implementing Club directives/policies around delivery of member services
4. Responsible for ensuring that services available to members and how to access them is communicated effectively and regularly members
5. Providing a report at each Board meeting on their area of responsibility
6. Providing an annual report on their area of responsibility prior to the AGM
7. Liaising regularly with the President on their area of responsibility

Member of: Club Board and the Club Member Services Team

Knowledge & Skills Required:

1. Essential

- a. Well informed about Club activities
- b. Thinks clearly and positively
- c. Committed to improving the quality and range of services the club provides to its members
- d. Has a full understanding of services delivery in their areas of their responsibility, including social, kiosk, merchandise, facilities management, and special events
- e. Is able to organise and delegate effectively to their team members and is a strong communicator
- f. Is able to allocate consistent weekly effort to the performance of the responsibilities and duties of the Director (Member Services)
- g. Possesses a Working with Children check

2. Desirable

- a. A previous office holder in the member services team
- b. A background in a service type industry or role

Duration of Appointment: One year.

Method of Appointment: The Director (Member Services) is appointed by a vote of members at an election held at the Club AGM in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the Director (Member Services) is 6 hours per week.



Member Services Team





Role Description – Social Coordinator

Role: The Social Coordinator is responsible for the planning and conduct of the club social program.

Responsible To: Director (Member Services).

Responsibilities: The Social Coordinator is responsible for:

1. The planning and conduct of social events
2. The development and delivery of a club annual social calendar, including the following key events;
 - a. Welcome to Season and New Members
 - b. Sundowners
 - c. Course Presentation ceremonies
 - d. At least one 'signature' event for members
 - e. At least one youth event
3. Providing to the Director (Member Services), in consultation with other club teams, an annual budget for the conduct of scheduled social events
4. Ensuring that all social events are delivered efficiently and safely in a social atmosphere that is welcoming, inclusive and fun
5. The collection of payments from members for attendance at social events and the delivery of monies to the Director (Financial Services) as soon as practicable
6. Ensuring that all necessary permits and/or registrations are obtained for social events
7. Communicating regularly to all members (new and old) on social events and encouraging the widest possible attendance
8. Contributing the social content, in consultation with the administration team, for the member induction and welcome pack
9. Contributing to the Director (Members Services) report to each Board meeting, and their annual report on their area of responsibility prior to the AGM
10. Liaising regularly with the Director (member Services) on their area of responsibility

Member of: Club Member Services Team.

Knowledge & Skills Required:

1. **Essential**
 - a. A social, fun 'people' person
 - b. Able to develop and communicate a social events calendar and organise and delegate tasks
 - c. Good social planning skills
 - d. Is able to allocate consistent weekly effort to the performance of the responsibilities and duties of the Social Coordinator
 - e. Possesses a Working with Children check
2. **Desirable**
 - a. Fun and exciting ideas for social events

Duration of Appointment: One year.

Method of Appointment: The Social Coordinator is appointed by the Club Board in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the Social Coordinator is 1-2 hours per week.



Role Description – Kiosk Manager

Role: The Kiosk Manager is responsible for the running the club's kiosk.

Responsible To: Director (Member Services).

Responsibilities: The Kiosk Manager is responsible for:

1. Ordering, as necessary, stock required to operate the kiosk
2. Ensuring the adequate staffing of the kiosk when open
3. Ensuring the kiosk is run profitably
4. Ensuring the kiosk is kept clean, tidy and maintained in accordance with Bayside Council health regulations
5. Ensuring the security of kiosk stock and regular stock takes to identify any losses
6. Providing to the Director (Member Services) an annual budget for the operation of the kiosk, including any recommendations for new or discontinued stock items
7. The collection and delivery of monies received from kiosk operation to the Director (Financial Services) as soon as practicable
8. Contributing to the Director (Members Services) report to each Board meeting, and their annual report on their area of responsibility prior to the AGM
9. Liaising regularly with the Director (Member Services) on their area of responsibility

Member of: Club Member Services Team.

Knowledge & Skills Required:

1. **Essential**
 - a. An organised person who thinks clearly and positively
 - b. Is able to allocate consistent weekly effort to the performance of the responsibilities and duties of the Kiosk Manager
 - c. Possesses a Working with Children check
2. **Desirable**
 - a. Basic retail and/or financial experience

Duration of Appointment: One year.

Method of Appointment: The Kiosk Manager is appointed by the Club Board in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the Kiosk Manager is 1-2 hours per week.



Role Description – BBQ Coordinator

Role: The BBQ Coordinator is responsible for the running the club BBQ during Nippers and, when required, club special events.

Responsible To: Director (Member Services).

Responsibilities: The BBQ Coordinator is responsible for:

1. Ordering and collecting stock and supplies, including LPG gas, required to operate the BBQ
2. Developing, in consultation with the junior activities team, a roster of members to man the BBQ during Nippers
3. Ensuring the adequate staffing of the BBQ when open
4. Ensuring the BBQ is run profitability
5. Ensuring the BBQ equipment and downstairs kitchen is kept clean, tidy and maintained in accordance with Bayside Council health regulations
6. Ensuring the security and hygienic storage of BBQ stock
7. Providing to the Director (Member Services) an annual budget for the operation of the BBQ, including any recommendations for new or discontinued sale items
8. The collection and delivery of monies received from BBQ operation to the Director (Financial Services) as soon as practicable
9. Contributing to the Director (Members Services) report to each Board meeting, and their annual report on their area of responsibility prior to the AGM
10. Liaising regularly with the Director (Member Services) on their area of responsibility

Member of: Club Member Services Team.

Knowledge & Skills Required:

1. **Essential**
 - a. An organised person who thinks clearly and positively
 - b. Able to organise and delegate effectively
 - c. Is able to allocate consistent weekly effort to the performance of the responsibilities and duties of the BBQ Coordinator
 - d. Possesses a Working with Children check
2. **Desirable**
 - a. Previous 'sausage sizzle' BBQ experience

Duration of Appointment: One year.

Method of Appointment: The BBQ Coordinator is appointed by the Club Board in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the BBQ Coordinator is 1-2 hours per week.



Role Description – Merchandise Manager

Role: The Merchandise Manager is responsible for the production and sale of Hampton LSC branded merchandise.

Responsible To: Director (Member Services).

Responsibilities: The Merchandise Manager is responsible for:

1. Ordering and collecting club merchandise from selected suppliers, including maintaining adequate stocks of merchandise to meet member demand
2. Investigate and recommend a suggested club merchandise range, possibly including:
 - a. Rashies & Men's and women's swimmers
 - b. Wind jackets
 - c. Baseball caps
 - d. Pullovers/hoodies
 - e. Stickers and logos
 - f. Towels & Bags
3. Providing opportunities for members to purchase club branded merchandise, including operating a merchandise saleroom in the kiosk
4. Ensuring merchandise is sold in accordance with the mark ups decided, based on the managers advice, by the Board
5. Ensuring the merchandise stored in the kiosk is kept clean, tidy and securely stored
6. Providing to the Director (Member Services) an annual budget for the purchase of merchandise, including any recommendations for new or discontinued merchandise items
7. The collection and delivery of monies received from merchandise sales to the Director (Financial Services) as soon as practicable
8. Contributing to the Director (Members Services) report to each Board meeting, and their annual report on their area of responsibility prior to the AGM
9. Liaising regularly with the Director (Member Services) on their area of responsibility

Member of: Club Member Services Team.

Knowledge & Skills Required:

1. **Essential**
 - a. An organised person who thinks clearly and positively
 - b. Able to organise merchandise ordering and sales effectively
 - c. Is able to allocate consistent weekly effort to the performance of the responsibilities and duties of the Merchandise Manager
 - d. Possesses a Working with Children check
2. **Desirable**
 - a. Previous merchandise sales experience

Duration of Appointment: One year.

Method of Appointment: The Merchandise Manager is appointed by the Club Board in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the Merchandise Manager is 1-2 hours per week.



Role Description – Facility Maintenance Manager

Role: The Facility Maintenance Manager is responsible for the effective and efficient conduct of maintenance on the club house.

Responsible To: Director (Member Services).

Responsibilities: The Facility Maintenance Manager is responsible for:

1. Developing a rolling three year periodic and preventative club house maintenance plan
2. Conducting monthly facility inspections of the club house to identify any preventative or regular building maintenance required
3. Organising any emergency maintenance required
4. Conducting an annual building inspection with Bayside Council staff and liaising with them to address maintenance issues
5. Follow up inspections after the conduct of maintenance to ensure issues have been addressed
6. Maintaining a club Facility Maintenance Register and providing details and reports on facility maintenance issues to the Board
7. Organising regular club 'working bees' by members to conduct building maintenance
8. Obtaining quotes, liaising with tradesmen and monitoring work conducted by trades on the club house
9. Providing information sessions and assistance to Board members on their responsibilities towards ongoing maintenance on the club house under the lease with Bayside Council
10. Contributing to the Director (Member Services) report to each Board meeting, and their annual report on their area of responsibility prior to the AGM
11. Liaising regularly with the Director (Member Services) on their area of responsibility

Member of: Club Member Services Team.

Knowledge & Skills Required:

1. Essential

- a. An organised person who thinks clearly and positively
- b. Able to organise and obtain trade quotes for facility maintenance
- c. Is able to plan and schedule facility care and maintenance
- d. Is able to allocate consistent weekly effort for the maintenance of the club house and, when necessary, to allocate time for emergency repairs
- e. Possesses a Working with Children check

2. Desirable

- a. Previous facility management experience or a trade background

Duration of Appointment: One year.

Method of Appointment: The Facility Maintenance Manager is appointed by the Club Board in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the Facility Maintenance Manager is 1-2 hours per week.



Role Description – Special Events Coordinator

Role: The Special Events Coordinator is responsible for the planning and conduct of special events that the club holds, including the annual fundraising Point to Point swim.

Responsible To: Director (Member Services).

Responsibilities: The Special Events Coordinator is responsible for:

1. The planning and safe conduct of all club special events, including the following events:
 - a. Club Ironman & Ironwoman
 - b. Point to Point Swim
 - c. Nippers Xmas Day
2. Liaising with the club Marketing and Communications Managers to ensure club special events are marketed to members, sponsors and stakeholders as widely as possible
3. Planning for celebrations and events to mark the club's centenary in 2012
4. Organising any required event sub-committees or teams to plan, organise and conduct special events
5. Identify opportunities for additional special events to offer members
6. Providing to the Director (Member Services) a budget for each special event programmed by the club
7. Ensuring that all special events are delivered efficiently and safely in an atmosphere that is welcoming, inclusive and fun
8. The collection of payments from members or attendees at special events and the delivery of monies to the Director (Financial Services) as soon as practicable
9. Ensuring that all necessary permits and/or registrations are obtained for special events
10. Communicating regularly to all members (new and old) on special events and encouraging the widest possible attendance
11. Contributing the special events content for the member induction and welcome pack
12. Contributing to the Director (Member Services) report to each Board meeting, and their annual report on their area of responsibility prior to the AGM
13. Liaising regularly with the Director (Member Services) on their area of responsibility

Member of: Club Member Services Team.

Knowledge & Skills Required:

1. **Essential**
 - a. An organised person who thinks clearly and positively
 - b. Able to organise, plan and conduct special events
 - c. Is able to organise and manage a team effectively
 - b. Is able to allocate consistent regular effort the performance of the responsibilities and duties of the Special Events Coordinator
 - d. Possesses a Working with Children check
2. **Desirable**
 - a. Previous events management experience

Duration of Appointment: One year.

Method of Appointment: The Special Events Coordinator is appointed by the Club Board in accordance with the Club Constitution.

Estimated Time Commitment Required: The estimated time commitment required from the Special Events Coordinator is 1-2 hours per week.

