

Job Description – Club Lettings Co-ordinator

Job Profile

The Club Lettings Co-ordinator (CLC) performs functions that are vital to the smooth day-to-day operation of West End Bowls Club. He/she manages the planning, letting and availability of the Clubhouse to Members and Non-members.

Overall Job Responsibility

The CLC is responsible for managing, planning, monitoring and controlling all aspects of Club letting and its facilities. The key aim of this role is to provide a consistently good experience by achieving and maintaining excellent standards of cleanliness and hospitality.

Duties and Responsibilities

The CLC reports to the club's committee and his/her duties and responsibilities include but are not limited to the following:

Responds to letting enquiries and ensures that Terms and Conditions for letting are agreed with the hirer before any agreement signed

Keeps a diary/calendar of all Clubhouse commitments both bowling and non-bowling.

Takes pride in a job well done, committed to achieving high standards of service, cleanliness and hygiene.

Is well organised and able to manage his/her working time efficiently and effectively.

Ensures there is sufficient and appropriate staffing available at all times. Also ensures that staff are smart and presentable and able to engage well with their customers. Is able to effectively supervise/arrange the work performed by bar staff, club cleaners and the club's door steward (If required).

Ensures that all staff fully understand their obligations under licensing legislation

Ensures security measures such as successfully closing and locking doors and windows as well as setting the burglar alarm are consistently performed by all relevant staff.

Adheres to the club's fire procedures and ensures all appropriate staff have adequate fire related training. Ensures all fire exits remain clear and easily opened. Ensures fire doors remain closed.

Assesses and continually monitors the health and safety aspects, maintenance requirements, hygiene and cleanliness of the club and detects and solves related current and potential problems with the appropriate Club Officer.

Ensures that effective systems are in place to reconcile cash received. Ensures cash is properly banked.

Plans and manages the availability of any equipment e.g. chairs and tables required.

Notes and manages any damage to Club property.

Responds promptly to matters raised by members or their guests. Ensures that all issues are dealt with and that they are recorded for review by the committee.

Keeps sensitive information confidential and informs the committee of matters requiring their attention.

Note: Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The CLC will be expected to comply with any reasonable request from the committee to undertake work of a similar level that is not specified in this job description.
The Club Manager/Steward must be willing to undertake any training relevant to the role that may be required.