



Recruitment of Operations & Development Manager

January 2017

Job Description: Operations and Development Manager

Hours: 35 hours per week, with seasonal flexibility

Salary: £25k per annum

Location: Strangford Lough Yacht Club

The post holder will be responsible to the Commodore and Commodore's Committee. A designated member of the Commodore's Committee (determined by Committee) will act as line manager for the Operations and Development Manager

Main Purpose of the Job

- to manage all aspects of the running of the Club on a day to day basis
- to be the first point of contact for all members and visitors
- to promote the Club externally and internally in a professional and friendly manner, enhancing the reputation of the Club.
- to provide good communication to the Club's members and increase member engagement
 - to provide a high level of communication to other key organisations and the wider public
- to promote and administer Club sailing activities, as required
- to increase the Club's social activities, including use of the Club's function room
- to action decisions from the Commodore's Committee, as/when requested, and to provide updates to that Committee on a monthly basis
- to assist with the Club's financial reporting and controls
- to facilitate volunteer involvement in Club activities

Key Areas of Responsibility

Marketing/Communication

- in conjunction with the relevant Captain, initiate and deliver activities to attract and recruit new members
- maintain the Club website by managing content ensuring information is up to date, relevant and interesting for members and the wider public
- manage the Club's digital communication with members, visitors and others, including electronic newsletters, email updates and social media, embracing new ways of improving communication as opportunities arise
- manage communication with the Commodore and Commodore's Committee, ensuring regular and timely updates of all matters of importance affecting the Club and its members
- build and maintain positive relationships with the RYANI, local yacht clubs and other organisations, as appropriate

Administration

- manage the Club's administration in a structured and efficient manner – including subscriptions, invoicing, training and member events
- process membership applications

- create and distribute the Club's sailing and social programmes
- coordinate publication of the Club's annual handbook
- liaise with relevant parties to ensure that the Club's premises and facilities are maintained to a high standard
- actively support the Commodore's Committee in seeking to identify, recommend and deliver improvements and efficiencies to aid the finances and the operation of the Club
- maintain and update the Club's policies and procedures, as and when directed by the Commodore's Committee
- assist the Commodore's Committee in liaising with relevant individuals and organisations to meet statutory requirements, such as Licensing and Health & Safety

Finance

- in conjunction with the Club Treasurer, monitor actual performance and key income/expenditure variances
- operate financial processes and controls efficiently through prompt invoicing and banking
- ensure that the purchasing of revenue and capital items is controlled and documented, seeking best value for the Club at all times
- in conjunction with the Club's external accountant/bookkeeper, ensure that all period end reporting deadlines are met

Club Activities

- promote, organise and assist in running social activities, as required
- promote, organise and assist in running sailing events, as required
- promote, organise and assist in the administration of training courses, as required
- manage the Club bar stock and order supplies
- co-ordinate catering arrangements for the Club

Essential Skills/Attributes

- A third level qualification with 1 years' experience working in a similar business role **OR** three years' experience working in a similar sport, community or hospitality role.
- knowledge of website content management (word press)
- sound understanding of financial management
- organisational/administration skills, including demonstrable ability to prioritise workload
- good interpersonal skills, including the ability to adapt communication skills according to different situations
- comprehensive IT skills, including knowledge of Microsoft Office packages, relevant software, social media
- well-developed communication skills, both written and verbal

Desirable Skills/Knowledge

- experience of business development and growing revenue streams

- working knowledge of licensing law, employment law, health and safety legislation and risk management
- experience in writing and issuing press releases to local media
- experience in using photoshop, publisher or other creative design package
- knowledge of the NI sailing community
- experience of using social and digital media in a work related capacity