

Job Description



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|---|---|
| Job title: | Newton Abbot RFC Clubhouse Manager |
| Location: | Newton Abbot Rugby Football Club Rydon Industrial estate Newton Road Kingsteignton TQ12 3SJ |
| Reporting to: | Events & Hospitality Director |
| Performance Reviews: Type of position: Hours of work: Place of work: | Monthly 1-2-1. Permanent. Flexible as required by the business including one day/evening per weekend. NARFC Club house |

Job Purpose

The ClubHouse & Events Manager role is to manage day to day running of the clubhouse throughout all elements of the planning and managerial of functions at NARFC.

Additionally you will organise all the details of venue booking, calendar, arranging food service, entertainment, and staffing to ensure day to day running of the clubhouse and events.

We expect you to manage each phase of the event to ensure it runs smoothly, including budget control and various finances reporting procedures.

Previous experience of successful event management, logistics and people management is desirable.

Main Responsibilities

Functions this position will perform on a regular basis, are listed below, which is not exhaustive, to ensuring the success and growth of core business* and events and venue hire** at NARFC:

Club House Manager

- Ensuring smooth running of the club house in conjunction with the Bar Manager
- This includes
 - Day to Day communication with internal and external customers
 - Stock management
 - Budgeting
 - Collating and prioritising facilities issues for escalation to the Facilities team to rectify.
 - Communicating with marketing team to create effective advertisements for clubhouse event and when necessary individual events,
 - Clear communications via the Marketing and Media teams



Events Management

- This includes
 - Booking and coordinating event entertainment, including music, performers, and guest speakers.
 - Managing and overseeing events on the day of, including problem-solving, welcoming guests, directing event set-up, communicating with staff, and organising suppliers/caterers.
 - Maintaining a working relationship with clients and venues.
 - Agreeing event planning timelines with clients and ensuring that the agreed deadline are met.
 - Creating event proposals which fit client requirements and budget whilst maintaining a suitable margin for the business.
 - External liaison with TDC Safety Advisory Group for large events.
 - Event risk management and assessments to be completed.
 - Creating sales opportunities for future events during client liaisons and during events, including possessing a strong working knowledge of the company to further these sales opportunities.

*Core business is defined as all match day pre and post organisation.

**Events are all events which are not under the guidance of the director of Rugby and are Commercially driven, these will include events such as Comedy nights, Oktoberfest, Fireworks Night etc. Venue Hire are all aspects of hiring out facilities of the Club for entertainment, weddings, corporate or leisure.

Problem Solving

- Anticipating customer needs and meeting or exceeding them.
- Reacting in a calm and professional manner when the unexpected occurs.
- Working knowledge of who to call in NARFC Operations/Maintenance Team.
- Good knowledge of NARFC Health and Safety procedures.
- Good judgement in difficult situations regarding misconduct, drunkenness, bad language, or any aspect of behaviour that conflicts with NARFC company ethos, principles and policies.

Supervision/ Line Management Responsibilities of the Post

- Responsible management of all staff during events, to include new staff inductions.
- Responsible for accurately recording staff hours for payroll.
- Ensuring that all staff adhere to NARFC policies especially; Volunteer Code of Conduct, Health and Safety, Safeguarding and Equality and Diversity.
- Delegating event planning tasks to other staff members where necessary.
- Clear understanding of the NARFC Premises Licence, and working with staff under the age of 18.

Budget responsibility

- Complete the event budget and planning template for all events outside of core business.
- Staying within budget while planning event specifications.
- Providing quotes for venue hire.
- Issuing invoices and collecting payments in a timely manner and completing comprehensive and readable financial reports.
- Reporting to the Directors when required with up-to-date gross sales and booking figures.

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Work Environment & Physical Demands of the Post

- Days and hours are flexible due the demand of the events and necessary preparation work.
- Evening and weekend work is expected as part of the role.
- Some lifting may be required but NARFC staff will support any request for assistance.

Key Contacts and Relationships

External:

Bar Team, Customers (Internal and External), contractors, suppliers and service providers.

Internal:

Directors, colleagues and volunteers.

Health & Safety, Safeguarding and Equality and Diversity

All employees are required to take care of their own health and safety and that of their colleagues and others affected by their actions.

You are required to comply with the Company's policies and any instructions, training and guidance for health and safety provided to you.

As the Events Manager you are responsible for reporting any safeguarding or Equality and Diversity concerns that you may have, or ensuring that the policies of NARFC are upheld at all times.

You must report to the Directors any matter that you think requires investigation or review.

Directors are responsible for ensuring that proper arrangements are made for the health, safety and welfare of their staff and others affected by their operations. These arrangements include risk assessments, training, guidance, instructions, safe working environment and safe equipment and materials, where appropriate to the role.

Other Duties

To undertake additional duties as required, commensurate with the level of the job.

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Person specification

| NARFC Events coordinator | Essential | Desirable |
|--|-----------|-----------|
| Skills and Attributes | | |
| Demonstrable Organisation & Time-Management skills | X | |
| Attention to Detail, | X | |
| Team-Oriented with the ability to drive results | X | |
| Strong Written and Verbal Communication, | X | |
| Strong Customer-Facing Skills, | X | |
| Initiative | X | |
| Enthusiasm | X | |
| Ability to create sales opportunities and bring in profitable revenue | X | |
| Exhibits a high level of attention to detail | X | |
| Ability to manage and organise a team | X | |
| Ability to conduct Vendor and Entertainment Research, | X | |
| Demonstrates the ability to work on your own initiative and be a self-starter | X | |
| Demonstrates enthusiasm for the Club and a desire to grow the events offer | X | |
| Flexibility to meet the needs of the Club and its clients | X | |
| Knowledge | | |
| Marketing Knowledge or Previous Experience in an Events role | X | |
| Knowledge of Common IT Software, Microsoft Office | X | |
| Confident use of P&L sheets for budgeting of events | X | |
| Experience | | |
| Previous Successful Event Planning Experience | X | |
| Team Management Experience | X | |
| Qualifications/ Professional Memberships | | |
| Relevant qualification in Event Planning or Marketing or related field | X | |
| Other requirements of the job role | | |
| Ability to carry out the physical requirements of the role i.e., manual handling | X | |
| Ability to travel efficiently around in order to carry out duties | X | |
| Ability to accommodate occasional remote working when time permits | | X |

Date;

Signed;

**On behalf of NARFC;
(Name and title)**