



POSITION DESCRIPTION

POSITION:	GENERAL MANAGER
REPORTING TO:	EXECUTIVE COMMITTEE THROUGH THE CLUB PRESIDENT
RESPONSIBLE FOR:	OPERATIONS MANAGER FINANCE MANAGER FUNCTIONS COORDINATOR MANAGEMENT SUPPORT OFFICER HEAD RECEPTIONIST
ISSUE DATE:	31 MARCH 2021

THE UPPER HUTT COSMOPOLITAN CLUB INCORPORATED

The Upper Hutt Cossie Club has been in existence since 1961. The Club's vision is to be the leading chartered club in New Zealand through the provision of exceptional service, innovation and care. The current Club facility in Logan Street, Upper Hutt, was opened in 2005 after a fire destroyed the previous building. The Club has won many awards and achievements, including winning the not for profit category at the 2017 Wellington Regional Business Excellence Awards.

MISSION

The Club's aim is to provide Upper Hutt Cosmopolitan Club members, guests and visitors the highest quality leisure facilities, entertainment and service in a friendly and secure environment.

PURPOSE OF THE POSITION

The General Manager is responsible to the Executive Committee of the Club through the Club President. The President is deemed to be the employer.

The General Manager manages all aspects of the Club including its activities and the relationships between the Club and its Executive Committee, members, guests, employees, the Upper Hutt community, Clubs NZ, suppliers and entertainers, and other stakeholders including, but not limited to, the ASB Bank, Department of Internal Affairs, and the Club's auditors.

The General Manager coordinates and administers the Club's policies and plans as defined by the Executive Committee; develops operating policies and procedures and directs the work of all Club managers; implements and monitors the long term annual business plan and budgets; monitors the quality of the Club's services and products; ensures maximum member and guest satisfaction; and secures and protects the Club's assets including facilities and equipment.

The General Manager also provides advice and input to the Club's strategic plan (Future Directions).

KEY ACCOUNTABILITIES:

KEY RESULT AREAS	ACCOUNTABILITIES/DELIVERABLES
<p>LEADERSHIP AND DIRECTION</p>	<p>The General Manager provides the leadership and direction of the Club in order to achieve the mission, goals and objectives set by Executive Committee. The General Manager is the liaison person between all Club staff and the Club President and Executive Committee.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Implement general policies established by the Executive Committee, and direct their administration and execution. • As a partner with the Executive Committee in advancing the Club’s mission, discuss with the Executive Committee issues facing the Club and identify actual or anticipated problems. • Apprise the Executive Committee of trends, changing circumstances and unexpected occurrences that could result in making changes to the Club’s strategic plan. • Ensure the development of the Club’s long-range (Future Directions) and annual business plans in efforts to move toward the Club’s mission. • Plan, develop and approve specific operational policies, programmes, procedures, methods, rules and regulations in concert with the Club’s general policies. • Develop, maintain and administer a sound organisational plan; initiate improvements as necessary. • Prepare reports on progress against the annual business plan, health and safety, staffing issues, projects, and other relevant information for the Executive Committee, FAR Committee and other Club committees. • Provide advice and recommendations to the Executive Committee and other Club committees about construction, alterations, maintenance, materials, supplies, equipment and services provided for in approved annual business plans and budgets, and seeks approval for expenditure outside of approved plans and budgets or delegations. • Attend meetings of the Club’s Executive Committee, FAR (Finance, Assurance & Risk) Committee, and other Club committees when necessary. • Chair the weekly Senior Management meetings. • Control the negotiation of contracts and recommendations for approval to the FAR Committee and Executive Committee. • Ensure adequate direction and supervision is given to suppliers, vendors, outside contractors, firms and individuals providing services to the Club. • Ensure the Clubs annual report is prepared and issued, and that annual general meetings, and special general meetings are held in accordance with the Club’s Rules. • Work with the Club’s Trustees to ensure that the administrative requirements are in place for Executive Committee elections. • Continually review the Club’s Rules and ByLaws and make recommendations to the Executive Committee where appropriate. • Participate in selected community activities to enhance the prestige of the Club; broaden the scope of the Club’s operation by fulfilling the public obligations of the Club as a participating member of the Upper Hutt community.
<p>STAKEHOLDER MANAGEMENT</p>	<p>The General Manager is expected to identify, build and manage relationships as well as maintain effective associations with external stakeholders such as:</p> <ul style="list-style-type: none"> • Clubs NZ • DIA Licensing Compliance Unit • NZ Police • Upper Hutt City Council • Club’s auditors • Gaming machine providers • Suppliers including beverage and food suppliers • Entertainers and/or their promoters • TAB NZ

	<p>The General Manager will build personal relationships with other clubs' hospitality businesses, for the benefit of the Club and to provide strategic insight to assist in the achievement of the Club's mission, goals, and objectives,</p>
PERSONNEL	<p>The General Manager is expected to set the standard for effective staff management and demonstrate a concern for the supervision and development of the Club's staff.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Develop, maintain and disseminate a basic management philosophy to guide all Club personnel toward optimal operating results, employee morale and member satisfaction. • Ensure that the Club's organisation structure continues to be appropriate and makes recommendations to the President for any required change. • Ensure that the Club's personnel policies and procedures are implemented and monitored. • Ensure that the Club's remuneration policy continues to support the Club to attract, retain and motivate high calibre employees to achieve the Club's objectives and create members' value. • Ensure that the Club's staff training and professional development programmes are effective. • Ensure that all job descriptions and desk procedures/manuals are in existence and kept up to date. • Ensure that the Club has an effective and modern payroll system.
CLUB MEMBERSHIP	<p>The General Manager is expected to develop and maintain a Club culture which is focused on customer service.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Review and report on ideas and opportunities to publicise the Club to the general public in order to encourage new membership applications and increased patronage of the Club's activities. • Ensure that new Club members are welcomed; all Club members are "met and greeted" as practical during their visits to the Club. • Ensure there is ongoing dialogue and rapport with Club members through recognition, communication and follow through. • Ensure that reports on member infractions are prepared and given to the Club's President for necessary action. • Ensure that the Club's membership data base system is effective and modern.
CLUB OPERATIONS	<p>The General Manager is accountable for all Club operations and activities that ensure the maximum use of the Club's facilities and services, continued growth in Club membership and patronage, and a sustainable increase in the Club's net surplus.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure the highest standards for food, beverage, entertainment, sports and recreation, and other Club services. • Properly manage all aspects of the Club's activities to ensure and maintain the quality of products and services provided by the Club. • Continually review and initiate programmes to provide members with a variety of popular events and activities. • Actively seek out entertainers and/or their promoters to bring a continual programme of entertainment to the Club. • Actively obtain a varied range of promotions for Club members. • Promote the hire of the Club for functions, events, meetings and conferences. • Ensure that the Club's adjuncts are supported and encourage new adjuncts to be formed where appropriate. • Establish and monitor compliance with Club purchasing policies and procedures; reviews and approves purchasing procedures and requirements.

	<ul style="list-style-type: none"> • Ensure the proper cleanliness and sanitation of all Club facilities and environments. • Ensure the Club's properties and physical assets are maintained in accordance with the Clubs maintenance and asset replacement programmes. • Ensure that all large Club capital and software system projects follow the Club's project methodology.
GAMING MACHINES	<p>The General Manager is accountable for the effective operation of the Club's gaming machines and related equipment, and ensures that the gaming machine operations of the Club are compliant with the Gambling Act 2003 and subsequent amendments and regulations and the Club's gaming machine licence.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Actively build and maintain effective relationships with gaming machine providers in order to ensure that the Club continues to have the most up-to-date and popular gaming machines. • Arrange for the regular updating of the Club's gaming machines and games; negotiate purchase agreements with gaming machine suppliers. • Arrange for the regular maintenance of the Club's gaming machines and related equipment. • Contribute to the Club's annual business plan and budgets for the Club's gaming machines. • Ensure that gaming machine revenue and expenses are monitored to ensure they remain with agreed targets and budgets, and provide explanations for material variances and take appropriate action. • Ensure that at all times the requirements of the Club's gambling harm prevention and minimisation policy are being met and take appropriate action where necessary; and that all staff are actively supporting and enforcing this policy. • Ensure that staff are rostered to provide beverage and other services to the gaming machine room patrons. • Oversee the Club's gaming operations to ensure compliance with the Gambling Act 2003 and the Club's gaming licence; ensure the gaming licence is renewed annually in a timely manner.
RISK MANAGEMENT AND COMPLIANCE	<p>The General Manager is accountable for the continuous monitoring of risk, development of key strategies to manage risks, environmental scanning to anticipate new risks or change in status of risks, post internal audit analysis and contingency planning if risk areas cannot be avoided.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure the Club's strategic risks are constantly monitored and reported to the FAR Committee. • Ensure that risk management permeates the Club's culture and operations. • Ensure that the Club's risk register is kept up to date. • Ensure that specific action and contingency plans are developed for high risk areas. • Ensure that the Club's Health and Safety policies and practices are followed, and in particular the Health and Safety risk register and incidents and near misses are reported monthly to the appropriate committees. • Ensure that the Club's internal control system continues to be appropriate and observed. • Ensure that the Club's business continuity and disaster recovery plans are kept up to date. • Ensure that the Club's assets are secured and protected, and adequate insurance cover is maintained. • Activate the Emergency Committee, in consultation with the Club President, when appropriate. <p>The General Manager is accountable for the Club's compliance with all relevant legislation (both Government and local authority).</p>

	<p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure that the Club and its staff comply with all relevant Government and local authority legislation and regulations. • Ensure all relevant statutory returns and licences are prepared promptly and accurately, and licences are kept up to date.
FINANCIAL MANAGEMENT	<p>The General Manager is accountable to the delivery of effective and efficient accounting and financial management for the Club, and for the implementation and maintenance of ongoing increases in turnover that will result in measurable and sustainable increase in the Club's net surplus.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure that the Club's long term financial strategy and plan, annual budget, and annual financial forecast (for the gaming licence renewal) are prepared for FAR Committee approval and Executive Committee endorsement. • Ensure that the Club has effective and modern accounting and financial management systems in place. • Ensure that the Club has appropriate accounting policies in place for the annual reporting of its financial results and position. • Ensure that appropriate financial management reports are prepared monthly for the FAR Committee. • Ensure that the Club manages its cash flow in accordance with established Club policies, and complies with all other financial management policies and procedures. • Ensure that the Club's annual financial statements are prepared in a timely fashion and in compliance with requirements set by the External Reporting Board. • Ensure all taxation obligations are met including gaming duty, problem gambling levy, PAYE, and other IRD deductions. • Manage and authorise financial and purchasing delegations.
MARKETING AND COMMUNICATIONS	<p>The General Manager is accountable for the effective marketing of the Club and its activities and products, and for providing communications, both internal and external, that promote the Club to its members and potential members, and keep its staff informed.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure the development and execution of the Club's marketing and communications strategy and annual plan and budget. • Ensure that the Club conducts market research in order to identify market and members requirements. • Drive members awareness of Club activities, events and promotions through appropriate internal and external advertising and promotion. • Ensure the Club produces a regular newsletter. • Ensure the Club makes use of all forms of social media to promote the Club and communicate with its members and staff. • Ensure that there is positive and ongoing programme that publicises and promotes the Club, ensures maximum use of its facilities and continued growth in Club membership and patronage. • Hold "town hall" meetings with Club staff to keep them informed of the Club's progress and relevant issues. • Ensure that Club media policies are adhered to.
INFORMATION TECHNOLOGY	<p>The General Manager is accountable for the information technology (IT) requirements of the Club.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure that the Club has IT long term and annual plans to support the achievement of the Club's objectives. • Ensure that the Club has an annual budget for IT procurement and IT services.

	<ul style="list-style-type: none"> • Ensure input to the monthly Executive Committee reports on progress against the annual information technology plan, including expenditure against budget. • Maintain the Club's IT policy and procedures, and update them where necessary. • Approve all IT hardware and software agreements, and service agreements. • Ensure all projects for the updating of the Clubs IT, including hardware and software improvements and replacements, are managed in accordance with the Club's IT policy and procedures. • Ensure the Club has a suitable disaster recovery plan and data back-up procedures, and that the disaster recovery plan is regularly tested. • Ensure password procedures are effectively managed.
BUILDING AND GROUNDS MAINTENANCE, AND SECURITY	<p>The General Manager is accountable for the upkeep and maintenance of the Club's buildings, building infrastructure, and grounds.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure that the Club has long term and annual plans for the upkeep and maintenance of the Club's buildings and grounds, and security. • Ensure input to the monthly Executive Committee reports on progress against the building and grounds maintenance, and security, including expenditure against budget. • Approve, within delegated authority all commitments and expenditure for the improvement and maintenance of the Club's buildings, building infrastructure and grounds, and for security. • Oversee the provision of security for the Club including the provision and maintenance of security cameras, and security staff.
ADMINISTRATIVE	<p>The General Manager is accountable for the administrative functions and processes of the Club.</p> <p>The General Manager will:</p> <ul style="list-style-type: none"> • Ensure that the Club has effective and modern grants, donations and sponsorships systems and procedures. • Ensure the provision of secretarial services for the Executive Committee, FAR Committee, and sub-committees. • Ensure that the Club's records are maintained and kept safely. • Ensure that the Club has an effective and welcoming reception services. • Have general oversight of the Club's general administration functions.

KEY WORKING RELATIONSHIPS:

Internal	<ul style="list-style-type: none"> • Club's President, Vice-President and Treasurer • Other Executive Committee members • Finance, Audit and Risk Committee • Disciplinary Committee • Building Committee • Other Club committees • All staff
External	<ul style="list-style-type: none"> • Clubs NZ and other Club managers • DIA Licensing Compliance Unit • NZ Police • Upper Hutt City Council • Gaming machine providers • Suppliers including beverage and food suppliers • Entertainers and/or their promoters • TAB NZ • Club's auditors • ASB Bank Ltd

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DELEGATIONS:

Financial	<ul style="list-style-type: none"> • Operating Expenditure: 100% of approved annual budget • Capital Expenditure: up to \$5,000 for any item in the annual CAPEX budget; expenditure in excess of \$5,000 is to be referred to the Finance, Risk & Assurance Committee for approval.
Decision Making Authority	<ul style="list-style-type: none"> • Employment and termination of Club staff. • Remuneration up to 100% of the Club’s remuneration bands for salaried staff and for other staff, the appropriate hourly rate. • Signing of all agreements and contracts, within approved plans and budgets.

PERSON SPECIFICATION

- Must hold a current club manager’s certificate under the Sale and Supply of Alcohol Act 2012.
- Must be able to qualify as a “key person” under the terms of regulations attached to the Gambling Act 2003, and any subsequent amendments.
- Experience as a leader in a club or hospitality environment.
- Able to inspire and motivate others, earn the respect of the Club’s members and employees as well as the community at large.
- Conducts themselves in a responsible and professional manner at all times while at or away from the Club and encourages other staff members to do the same to reflect the proper image of the Club throughout the community.
- Able to be diplomatic and tactful, yet firm, in dealing with member constituents.
- Must demonstrate interpersonal relations skills; be an excellent communicator and a competent manager; and must be able to effectively communicate the Club’s vision.
- Ability to set goals and objectives as well as delegate to and coach senior managers and their staff.
- Ability to make complex decisions in a dynamic environment in support of the Club’s vision, mission, core values, and objectives.
- Displays sound judgment.
- Ability to think strategically while meeting operational and near-term objectives.
- Financial aptitude commensurate with senior executive duties.
- Helps to set and maintain high standards for all facilities, services and communications.
- Knowledge of and ability to perform required role during emergency situations.