



## THE NORFOLK CLUB

# Club Secretary to the Norfolk Club

## Job Details

<b>Hours</b>	37.5 hours per week, working hours to be flexible as evening and occasional weekend working are expected as required. Permanent contract after 6 months' probation.
<b>Salary</b>	Annual salary based on experience Range £30,000 – £40,000 per annum.
<b>Benefits</b>	Workplace pension with NEST Discretionary bonus scheme (After probation)

## Job Description

**Principal purpose:** To be responsible for the smooth running of The Norfolk Club to ensure it remains an efficient and profitable organisation

**Reporting to:** the Club Chairman, informing the Club Committees.

**Line manager to:** Finance Officer, Head Chef and Head Steward

### Main Responsibilities

1. The Club Secretary reports to the Club Chairman and carries the delegated executive responsibility for the effective and profitable running of the Club on a day-to-day basis.
2. The mission is to promote, protect and extend the business, the reputation, welfare and interests of the Club and its Membership
3. To support and help design a strategic plan, setting priorities to develop the Club to maximise its potential, identifying avenues for promoting growth, increasing membership and income with a view to maintaining the Club at the required standard and delivering recommendations to the Club Committee for their endorsement.
4. Maintaining continuous contact with Members to ensure the provision of a first-class service, maintaining style and comfort levels appropriate for this kind of organisation. Dealing with complaints and feedback promptly, effectively and sympathetically, responding constructively to Members' views, suggestions and needs.

### Governance

1. Supporting the Chairman in his/her annual programme of activities as agreed by the Finance & General Purposes Committee (F&GP)
2. Providing advice, guidance and regular reports that enable the Club's Committees to make effective decisions for the governance of the Club focussing attention on long-term strategic goals.
3. Ensuring that all Committees are serviced efficiently, and action points are followed up.
4. Attending meetings of the Committees, sending out the Agenda seven working days prior to the meeting and taking the minutes. Once approved, emailing the minutes within five working days to Committee members, both an electronic and hard copy must be retained for the record.
5. Reporting to the Chairman any matters of concern particularly any significant acts of misconduct or breaches of the Club's Rules & Bye-Laws.
6. Liaise with Club Trustees



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### Finance

1. Working together with the Finance Officer to ensure the correct and consistent management of accounts, membership records and suppliers ledgers.
2. Working with the Head Steward to provide effective support for the financial management of the Club's activities, functions and events to ensure that the Club runs cost effectively.
3. Ensuring the proper management of signatories on all bank accounts to ensure that monthly management accounts as well as trade and usage numbers are prepared in a timely fashion, correct statutory returns are in order, Audits are followed up and appropriate recommendations are in place.
4. Liaising with the Honorary Treasurer on financial reports and audits. Taking a major role in inputs to enable successful budgetary planning.
5. Managing and recommending staffing and financial issues to the F&GP Committee and ensuring that effective internal communication strategies are in place, as well as signing off monthly payroll and further related payments.
6. With the Hon. Treasurer, overseeing the Staff Christmas Fund.
7. Interacting with contractors, professional bodies and other associations, institutions and individuals who have a business relationship with the Club and signing off monthly payments to suppliers as well as annual review of Club Insurance policies.

### Communication

1. Being responsible for managing the Club's external identity in all outgoing correspondence and media.
2. Overseeing the circulation of the Club's social calendar and other Club communications, together with Head Steward.
3. Identifying and signing up new Members to sustain the overall membership of the Club.
4. Maintaining and developing active relationships with Reciprocal Clubs and other appropriate organisations to enhance the delivery of the Club's strategies, maintaining and improving the image of the Club
5. Maintaining the Club's website, weekly newsletter and (online and print) identity, as a means for Members' contact and communication as well as external marketing and promotion

### Operations and Systems

1. Ensuring consistent service quality and stability of the Club. Overseeing and monitoring systems, records, controls, and procedures and regular review and evaluation thereof by general agreement with the staff
2. Ensuring that the administration of Membership nominations & elections and Membership records are properly maintained and, with the Finance officer, that annual subscriptions collected promptly
3. Ensuring that the Club has an IT/Computer Usage Policy for both staff and Members. With the collaboration of the office staff, monitoring and developing IT, payment and security systems as requirements change
4. Ensuring that the Club complies with all regulations regarding Health & Safety, insurance, hygiene etc and that all statutory inspections are carried out and recorded as required by law and legislation.

### HR & Staffing

1. Responsible for overseeing the staffing budgets within the overall Club budget and strategy.
2. To lead and develop the staff to enable them to deliver within the Club strategy, maintain high standards of service and support of the values of the Club and its Members
3. Keeping up to date in relevant Health & Safety, human resources management, financial regulations and information technology legislation as it applies to the Norfolk Club.
4. In collaboration with the Chairman to devise a Human Resources plan, including the review of job specifications, staff requirements, staff contracts, staff rota, remuneration and training. Monitoring and undertaking the Staff Review system.
5. Dealing promptly and effectively with any disputes between Members and staff if required
6. Ensuring the Staff policies are up to date and that they include appropriate Disciplinary, Grievance, Complaints Procedures and Sickness Policies.

### Hospitality



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1. Supporting the staff in the Club's social activities and delivery of the Club's lively and intellectual social scene. Socialising with Club Members and where appropriate assisting at Club events
  2. Liaising with the network of affiliated Clubs, supervising reciprocal arrangements and arranging introduction of members throughout the network.
  3. Setting up and maintaining style and comfort levels of service with the Head Steward and Head Chef to provide consistently high standards of service, particularly in the following areas: Food/Menus, Beverages and Accommodation.
  4. Encouraging increased usage of the accommodation and of the car park.
  5. Keeping abreast of developments in hospitality management,
  6. Overseeing the standards on maintenance and repairs of the Club fabric and interiors. Reporting to the Chairman and the House Committee any repairs in the building or otherwise and any equipment faults that may occur. Overseeing their curation within the budgetary requirements.
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1. Any other duties that may reasonably be determined in agreement with the Club Chairman.