

Office & Membership Manager – Job Description

Full-time – 5 days per week | Reports to: Managing Secretary

Purpose of the Role

To lead and manage a strong and effective central office function for the Club, with responsibility for membership administration, prospective members and the waiting list, member communications and the efficient delivery of Club administration.

Reporting directly to the Managing Secretary, the Office & Membership Manager will work closely with the Operations Manager and departmental leads across the Club. The role will operate with a high degree of autonomy, take ownership of appropriate day-to-day procedures and continually look for opportunities to improve systems, efficiency and member service.

The position forms an important part of the Club's longer-term management structure and will provide effective coordination and support across the wider management team as responsibilities continue to evolve.

Main Areas of Responsibility

Office Management & Administration

- Take overall responsibility for the efficient day-to-day operation of the Club office.
- Provide high-quality administrative support to the Managing Secretary and wider management team.
- Ensure telephone, email, member and general office enquiries are dealt with professionally and promptly.
- Prepare Club correspondence, notices, reports, papers and other documentation.
- Maintain effective Club records, filing, systems and administrative procedures.
- Support the administration of General Committee and other Committee meetings, the Annual Report, AGM and member meetings.
- Maintain the Club's central calendar and coordinate administrative requirements across golf, social, Committee and Club activities.
- Oversee and develop the Club's use of IntelligentGolf and other administrative systems.
- Review and improve office procedures, systems and working practices to increase efficiency and member service.
- Take ownership of appropriate wider Club administrative procedures as the management structure continues to develop.

Membership

- Take responsibility for the effective administration of the Club's membership function.
- Manage membership enquiries, applications, elections, category changes, resignations and other membership movements.
- Maintain accurate membership records and provide appropriate statistics and management information.
- Coordinate the new-member joining, induction and onboarding process.
- Manage the annual membership renewal process.
- Provide administrative support to the Membership Committee, ensuring routine administration is undertaken by the employed team wherever appropriate.
- Develop and maintain efficient membership procedures that provide a consistently high level of service to members.

Waiting List & Prospective Members

- Take ownership of the administration and ongoing management of the Club's waiting list.
- Develop regular and proactive communication with prospective members to maintain engagement with the Club.
- Track applicants throughout the membership process.
- Coordinate prospective-member visits, events and other engagement opportunities.
- Provide regular information on waiting-list numbers, movements and anticipated admissions.
- Support the development and delivery of the Club's prospective-member programme.

Member Communications, Website & Social Media

- Take responsibility for the preparation and distribution of the weekly member newsletter.
- Ensure the Club website remains accurate, current and engaging.
- Coordinate member notices, emails and other routine communications.

- Develop a regular programme of member communications in conjunction with the Managing Secretary and relevant departmental leads.
- Oversee the Club's social media activity and support the development of its wider digital presence.
- Liaise directly with the Club's marketing contractor on photography, imagery and content for the website, social media and other Club communications.
- Support the promotion of Club events, social activities, F&B and other member initiatives.
- Ensure communications across the Club are timely, consistent and of an appropriate standard.

Club & Management Team Support

- Work closely with the Operations Manager and departmental leads to support the effective day-to-day running of the Club.
- Provide coordination and administrative support across the management team and between departments where required.
- Support Club events, functions, major occasions and member engagement initiatives.
- Take responsibility for appropriate day-to-day procedures and administrative functions as responsibilities are redistributed across the management team.
- Work with the Operations Manager to identify administrative processes that can appropriately transfer to the office as golf operations move to the Professional Shop and his responsibilities increasingly focus on the wider Club operation.
- Support projects, initiatives and changes arising from the Club's Strategic Action Plan.
- Undertake other appropriate responsibilities consistent with the seniority and scope of the position.

Finance

The Club's bookkeeping, payroll, accounts and management accounts are outsourced and do not form part of the responsibilities of this position. The Office & Membership Manager will, however, work closely with the Club's external finance team, providing the necessary day-to-day liaison, information and administrative support.

The Person

We are looking for an experienced, highly organised and proactive individual who combines excellent administration with the confidence and ability to manage a busy office function and provide a consistently high level of service to members and prospective members.

The successful candidate will ideally have:

- Significant relevant administrative or management experience, including responsibility for an office, membership function or similar operation.
- Experience within a golf club, private members' club or membership organisation.
- Strong organisational skills and the ability to manage competing priorities.
- Excellent written, verbal and interpersonal skills.
- The confidence to take ownership, implement improvements and operate with limited supervision.
- A strong understanding of member service and the standards, discretion and personal service expected within a private members' club.
- Experience of membership management and administrative systems, ideally including IntelligentGolf or a similar golf operating system.
- Experience of website content management, newsletters, email marketing and social media.
- Confidence using technology and proficiency in Microsoft Office.
- Accuracy, attention to detail and discretion when handling confidential Club and membership information.
- The ability to work collaboratively and effectively with the Managing Secretary, Operations Manager, departmental leads and colleagues across all areas of the Club.

Hours & Flexibility

The role is full-time, five days per week. Normal working days will be Monday to Friday, with some flexibility. As Liphook Golf Club is a seven-day operation, reasonable flexibility will be required, including occasional attendance outside normal office hours for Club events, member meetings, the AGM and other important Club occasions.