



The Mildmay Club is seeking to appoint a Club Manager.

We are looking for an individual who is experienced in the bar or club or hospitality sector, who has strong management and administration skills (including relevant IT systems) and is able to oversee a diverse entertainment and live events programme.

The ideal candidate will be used to working with a Management Committee and want to respect the heritage and traditions of the Club, while bringing a positive, can-do attitude and a willingness to innovate to help the Club reach its social and financial potential.

Overview of Club

The Mildmay Club is one of London's few surviving working men's social clubs. Established in 1888, it is located on Newington Green, in a 120 year-old building recently given Grade-II listed status with unchanged features stretching over a century. From Club members who served in the First World War through to its use as a food bank during the Covid-19 crisis, the Club has been at the heart of the community – a place where people (not just men!) of all ages come together, to socialise and support one another.

Our vision is for the Club to continue to serve the community through the 21st century in the same way it has done for the last 130 years, and to remain owned and managed by its members. It is believed that the Club's membership peaked in the post-war decades when it had over 4000 members, all of the rooms were in use and there was a continual programme of entertainment events, competitions and activities taking place. The membership fell away considerably since that peak but progress has been made in the last five years to turn around the Club's fortunes, with membership again growing as well as the offer to the current 600+ members - see our website <https://mildmay.club/>. We are confident that far greater use of the building and increased activity is within our grasp.

The Mildmay Club and Institution Limited (the Club) is a Society registered by the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014. It is a member of the Working Men's Club and Institute Union (CIU), the association of UK private members' clubs. The Club is governed by a Management Committee consisting of the President, Vice-President, Treasurer, and a maximum of 12 committee members, as well as a Club Secretary. The Management Committee has the power to employ and dismiss staff, oversee procurement, borrow funds and do as it may deem necessary for the carrying out of the objects of the Club. All positions are elected by the members of the Club at annual elections.

August 2021

website : mildmay.club

Mildmay Club Manager - the Role

The Club is seeking a confident, experienced individual able to promote and maximise the use of the Club for members and the wider public. They will need to liaise and coordinate with our Location and Film Booker and the Committee Entertainments Officer.

We see this an opportunity for an individual to develop the Club whilst maintaining a commitment to our membership focused ethos.

The successful candidate will be responsible for the day to day operation of the Club, ensuring excellence in customer service with a focus on opportunities for growth and revenue generation, working closely with the Club's officers and reporting to the Committee.

They will contribute to promotional campaigns and events to drive sales, using local initiatives and innovative ideas utilising local and social media. This will include snooker (we have an amazing nine table snooker hall) , darts, bingo and live music events for members as well as wider community events. We are open to ideas that will maximise use of Club throughout the day.

They will be well organised, good communicators and able to manage their working time efficiently and effectively. They will need a proficiency in Word/Excel/social media accounts plus knowledge of EPOS and Xero.

The role will be 35 hours a week with those hours being flexible and coordinated with the Club's Bar Shift Leader (also on 35 hours a week), to ensure there is a presence at the Club to service both day-to-day issues and events during the day, evenings and weekends.

They will be knowledgeable in achieving value for money in all purchasing and in accordance with the purchasing protocols laid down by the Committee. Liaising with the Club's treasurer and stock and finance committee members they will plan and manage the purchase of wet and dry stock, ensuring sufficient stock is available at all times and that stock is in date and correctly rotated.

Again with the Committee lead they will review the product range to ensure it meets the needs of club members and plan/implement an auditable stock control system maintaining appropriate records relating to: wastage, consumption, ordering and returns.

They will be diplomatic and professional and keep sensitive information confidential and inform the committee of matters requiring their attention. They should anticipate attending monthly club committee meetings several times a year and providing a brief written report to every meeting with updates on operations / progress, ideas, and solutions.

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Mildmay Club Manager - the Role

Day-to-day work will typically include:

- Respond to Club incoming emails and telephone calls during working hours regarding club matters/bar/bookings/events and liaise with the Committee and Location and Film Booker as required.
- Respond promptly to matters raised by members or their guests and ensure actions are recorded online for review by the Committee..
- Manage bookings and online diary for hall bookings and member functions and maintain documentary control of insurances required/particulars for those bookings.
- Liaise with the Club's bookkeeper on invoicing.
- Maintain online staff rota for all staff including timesheets and holidays and coordinating with the Club's bookkeeper for payment of salaries.
- Ensure there is sufficient and appropriate staffing available at all times and that they are all fully proficient in their duties, taking full account of employment, environmental, and health and safety legislation and where appropriate the staff are knowledgeable about the product range available and pricing.
- Ensure each shift has Bar Shift Lead on duty and working with the Bar Shift Leader to organise staffing of bars as well as cleaning of lines from the cellar on a weekly basis
- Working with the Bar Shift Lead to ensure effective supervision of the work performed by bar staff, club cleaners and the Door Security for events.
- Ensure security measures such as closing and locking doors and windows and setting alarms are consistently performed by all relevant staff.
- Adhere to the Club's fire procedures and ensure all appropriate staff have adequate fire related training
- Ensure systems are in place to test and record online the fire alarms on a regular basis – liaising with the committee as appropriate.
- Assess and inspect via the Club H&S monitoring system – repairs, maintenance requirements, hygiene and cleanliness of the club and detect and solve related current and potential problems – alerting Committee when external maintenance contractors required
- Ensure that effective systems are in place to reconcile cash received with till roll totals on a daily basis, liaising as necessary with Bar Shift Lead and Book-keeper
- Ensure cash is properly banked

Requirements

- Experience in running equivalent premises
- Proven track record of increasing footfall and sales
- Flexibility to meet the demands of the activities and events at the Club
- Excellent customer service credentials
- Good communications, social media, IT, and numerical skills
- Innovative, with positive can-do attitude
- Experience in managing and training staff
- Experience in handling the finances of a business
- Experience in stock and cellar management
- Experience in event management

Desirable Qualities

Residing locally would be an advantage as a key holder position with flexible working hours.

Package

This is a full-time position, including evening, week-end and Bank Holiday hours, offering a competitive salary commensurate with experience.

Successful applicant will be subject to DBS check and referee checks.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified here. The Club Manager will be expected to comply with any reasonable request from the Committee to undertake work of a similar level that is not specified in this job description. The Club Manager must be willing to undertake any training relevant to the role that may be required.

There will be a probation period of six months.

To apply for the position, please email your CV and covering letter to secretary@mildmay.club by noon on 13th Sept; first interviews w/c 20th Sept; second interviews w/c 27th Sept.

If you are selected for interview you will be asked to prepare three discussion ideas as to how you might propose to increase the Club profile and generate activity and membership which can reach out to a diverse and multi-generational community.

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