

# General Manager

## Cortium Sports (Polo and Equestrian) - General Manager

£45,000 - £55,000 per annum

Haslemere, Surrey

[www.cortiumsports.com](http://www.cortiumsports.com)

**Start Date:** 1st March 2023

**Full time / Part time**

**Salary guidance:** £50,000 FTE

**Benefits:** Annual bonus, pension and club member benefits

**Report to:** Owner

**Direct reports:** 2 or 3 people at different times of the year

### **Benefits:**

- Annual bonus, free Polo membership
- Fully HPA affiliated
- Home office via approved
- Opportunity to grow operation
- Outstanding High Goal and Medium Goal facilities
- Stabling up to 90 horses
- Area of outstanding natural beauty
- Close to 4\* Hotel in renovation with reciprocal opportunity
- High growth area
- Local walks and running route with bridal paths to National Park and Blackdown

### **About the role:**

**As General Manager the responsibilities and actions will be far reaching and influential to the performance of the club. As a leader you and the team will be responsible for:**

### **Board liaison**

- To be the key contact for the Non-Executive Board within the Club
- To attend all Board meetings and minute; to distribute minutes and agendas
- To manage and action all Board communications to the members and seasonal teams or personnel in occupation

- To work closely with other executive and non-executive board members to ensure smooth interaction and cross linkage across all facets of the organisation, polo and events.

### **Company Secretary**

- To maintain the Articles of Association and Rules of the Club and ensure that the Club is acting within these rules
- Oversee management and communications to Debenture holders including purchase and selling
- Organise AGM and ensure AOA are complied with for all matters and that voting protocol is followed

### **Financial**

- To track weekly revenue during the Polo Season across all areas - analyse and action improvements
- To oversee financial management and controls in livery, lessons and polo
- To control costs across all areas of the Club monitoring expenditure keenly, action improvements
- Monthly reconciliations with all outsourced parties following procurement procedures and with accompanying payment through external accountants
- Daily reconciliation of Xero with external Accountants
- Maintain up to date cashflow using Xero, and Online banking responsibilities with external Accountants
- VAT accuracy with Xero and external Accountants
- Maintain controlled purchasing system
- To ensure invoicing is processed as required to include events, polo, membership, catering and all other revenue streams

### **Clubhouse and Catering-**

- Work with outsourced caterers to provide high quality hospitality service of a relevant standard to the market, in the Clubhouse
- Attend all significant events especially where facilities are challenged

### **Membership, Advertising and Sponsorship**

- Agree pricing for upcoming year with board and transfer data to all website and all communication documentation, website, systems and marketing

- Create membership, advertising and sponsorship collateral with internal team
- Seek new advertisers and sponsors and occupiers for Club and Estate

### **Marketing / Merchandise**

- Maintain social media presence and update news section on website
- In season weekly newsletter and off-season monthly newsletter (blog)
- Advertise in events publications ensuring annual ROI and benchmarking

### **HR**

- Maintain Team Manual, employee policies
- Operate Home office visa endorsements
- Contracts, starter forms and payroll for all new employees
- Monthly liaison with outsourced payroll and internal sage requirements
- Advise team on HR matters as required and ensure correct procedures are always followed for any employee issues

### **Health and Safety**

- Update health and safety manual and risk assessments annually
- Oversee grooms' induction training and record keeping of signed documentation
- Annual updating of public safety procedures and communication to relevant teams for event control; employ SIA trained teams when appropriate

### **External Contractors**

- Ensure that all external contractors are working within preferred terms for Cortium
- Ensure that current and fit for purpose contracts are in place where necessary
- All contractors must be accredited and certified to required industry standard including insurance and adhere to the Club's payment systems

### **Insurance**

- To be the key point of contact for the insurers
- To oversee the annual policy renewals, verifying that all information within the policies is correct: Equine, Motor, Directors and Material Damage/ Property

## **Technology and Systems**

- Create synchronised systems across the business to support operational, sales and financial needs
- Build and manage website and upload content as necessary; monitor page views, content and bounce rates to maximise success of website with internal and external team

## **Key skills for role:**

Personable and friendly, discreet, highly organised, flexible, team orientated, ability to work calmly under pressure, process driven and attention to detail.

Relevant experience and skills in polo or sports management and event / venue management.

The nature of this role requires a high level of confidentiality and a service contract will include a confidentiality clause.

During the polo season working some weekends is a key part of the role

[manager@cortiumsports.com](mailto:manager@cortiumsports.com)