



Operations Manager – Greystones Lawn Tennis Club

About the Club

Greystones LTC has over 1,400 members aged from 4-80+ playing social and competitive tennis all year round with about 40% of its membership, adults and juniors, involved in coaching programmes. The Club is one of the largest in Ireland with 12 outdoor courts, a practice wall, a modern Clubhouse with licenced bar and 2 function rooms. Located in the seaside village of Greystones in Wicklow, the Club offers beautiful surroundings and an opportunity to work in a friendly community-based club in a growing area, conveniently located within commuting distance of Dublin.

The Opportunity

Following exceptional growth, Greystones Lawn Tennis Club is looking to hire an Operations Manager to oversee the Club's programs, services and activities. In this new role, you will lead and manage a team of 5 staff, contracted coaches and other providers to deliver a first-class service to members.

Acting as the primary representative for the voluntary Executive Committee on the ground, you will interact with key stakeholders and ensure the club's mission, vision and core values are achieved.

This role is offered on a permanent part-time basis initially for 25 hours a week and subject to review in 6 months. A level of flexibility is required for the role and some evening/weekend work may be required from time to time. A competitive salary will be offered to the right candidate.

Key responsibilities

- Lead and manage staff and ensure consistent high standards of staff performance
- Ensure the club's grounds, clubhouse, courts and facilities are maintained and presented to the highest standards
- Oversee the implementation of the club's tennis strategy and day-to-day tennis operations
- Manage the operation of the bar including casual staff and stock levels
- Manage clubhouse and room hire optimising usage and revenues
- Oversee management of club and IT systems such as the membership database, the website, booking system
- Inform the development of strategy and annual operating and capital budgets
- Oversee the maintenance of proper bookkeeping and accounting records
- Develop policies and appropriate controls to ensure ongoing compliance with covid, child protection, GDPR requirements, health and safety, employment etc
- Identify opportunities to increase revenues such as sponsorship, events, membership etc
- Identify, contribute to and manage improvement initiatives & projects
- Act as the key point of contact with key external stakeholders such as Tennis Ireland, Leinster Tennis, service providers etc
- Assist the Executive Committee in their duties where relevant
- Report to and attend Executive Committee meetings as required

- Perform other duties as required from time to time

Key requirements

- At least three years' operational management experience with experience of working in a sports club, gym, leisure centre, voluntary or hospitality organisation being an advantage.
- A business or relevant third level qualification or equivalent industry experience
- A proven track record of working in/managing a team
- Proficiency in MS Office suite, database and systems management
- Ability to analyse financial data
- Knowledge of IT, website, social media platforms and communications systems desirable.

Key attributes

- Strong leadership and management skills
- Customer-service focused, personable and professional
- Organised and proactive with excellent prioritisation abilities
- Flexible with can-do attitude
- Excellent and confident communicator with good written and verbal skills
- Ability to establish good working relationships with stakeholders

Other organisations may call this role General Manager, Leisure Club Manager, Tennis Club Manager, or Health Club Manager.

Please forward CV and cover letter to careers@greystonesltc.ie. Closing date for applications Friday 22 October at 6pm.

Further information about Greystones LTC is available on www.greystonesltc.ie