



Family, safety, respect, excellence, integrity and unity

Position Description – GENERAL MANAGER

Portfolio specific information follows the common to all General Managers information in this document.

This document has the following amendment history:

Revision Date	Version No	Nature of Amendment
18/11/2005	1.0	Original Position Description developed.
28/06/2012	2.0	Document revised as a result of Club establishing a more corporate management structure.
25/06/2015	3.0	Document revised by Board as a result of organisational restructure and need to provide clarity for the role of General Manager.
25/6/2020	4.0	Document revised to reflect organisational structure change and to provide consistency between General Manager roles.
28/7/2021	4.1	Inclusion of Facilities role and update of associated portfolios
4/7/2023	5.0	Updated GM Titles, reporting managers and movement of management portfolios across GM roles

PURPOSE

Provides effective leadership to their portfolio and the wider club by being the interpretive link between the Board and operational activity. The position will do this by planning, facilitating, collaborating and coordinating activities to achieve the Club's strategic objectives.

APPOINTMENT

- This position is established under Rule 32.1 of the Mullaloo SLSC Constitution and clause 6 of the By-Laws;
- Expressions of interest shall be called from members of the Club;
- The Board will appoint the preferred member for a period of 2 years;
- The Board may at any time revoke the appointment or decline to re-appoint;
- There is no restriction on the number of times a member may re-nominate for this position;
- This position is a member of the Executive Committee.

QUALIFICATIONS AND EXPERIENCE

- Be able to demonstrate a sound understanding of surf lifesaving activities and processes as they apply to the specific Portfolio;
- Be able to manage people or operations in a business or organisational environment;
- Must provide a current National Police Certificate within month of appointment.

EXPECTATIONS

- Plan with and support operational managers to achieve the goals of the club;
- Maintain a current knowledge of the Club Constitution, By-laws, Governance Policies and other legal requirements, to ensure communication to and compliance by Portfolio managers;
- Ensure the Board is informed of significant trends, implications of Board decisions, issues arising from policy matters or changes in the basic assumptions upon which the Board's policies are based;
- Provide decision-making and monitoring information in a timely, accurate and understandable fashion covering the various issues to be addressed and monitored by the Board, in particular risks to the Club;



- e) Active communication and engagement across portfolios at an executive and operational level.
- f) The position has the delegation of authorities as outlined in the Constitution, By-laws and associated policies, e.g., Executive Limitations Policy.

REPORTS TO:	Board via the Executive Committee
DIRECT REPORTS:	Operational Managers as identified in Portfolio descriptions below
BUDGET:	Amount of budget allocated by the Board to the portfolio varies depending on the individual portfolio requirements for operating expenses. This is reviewed annually with regular updates provided to the Board through the Executive Committee.

PORTFOLIO – LIFESAVING SERVICES

ROLE AND AUTHORITY

- a) This Portfolio consists of the following teams: **Lifesaving** and **Education**.
- b) Ensure the Club has appropriate management systems to record and monitor members education and re-qualification cycles.
- c) Ensure the Club has appropriate recording systems for lifesaving activities and compliance with State and National governance.
- d) Ensure efficiency and effectiveness of service delivery through development, implementation and continuous improvement of the Club's lifesaving services.
- e) Ensure lifesaving activities of the Club are conducted within the parameters set down by Surf Life Saving, both the State and National governing bodies as well as contractual obligations with local council.
- f) Contribute to plans for membership retention and satisfaction.
- g) Effective succession planning to ensure continuity of the Club and its services to the members and community.

RESPONSIBILITIES

- a) The position reports to the Board through the Executive Committee.
- b) Provide feedback and recommendations to the Board on Portfolio responsibilities.
- c) Ensure necessary reporting to State and National surf lifesaving governing bodies is undertaken and is correct and timely.
- d) Input into and actively contribute to the Portfolio's achievement of the strategic objectives.
- e) Oversight of portfolio activities within the functional area to ensure consistency with Club objectives and purpose.
- f) Endeavour to have at least one other member of their Portfolio familiar with their role, issues and processes, to facilitate business continuity.



PORTFOLIO – DEVELOPMENT

ROLE AND AUTHORITY

- a) This Portfolio consists of the following teams: **Youth** and **Nippers (three management areas U6-U7, U8-U9 and U10-U13)**.
- b) Establish clear development pathways for members to identify alternative roles within the Club that may suit their skills and aspirations.
- c) Ensure efficiency and effectiveness of service delivery through development, implementation and continuous improvement of the Club's nipper and youth programs.
- d) Monitoring membership demographics to identify trends and develop plans to address adverse trends.
- e) Establish effective feedback processes to enable the Board to understand the level of membership satisfaction.
- f) Contribute to plans for membership retention and satisfaction.
- g) Effective succession planning to ensure continuity of the Club and its services to the members and community.

RESPONSIBILITIES

- a) The position reports to the Board through the Executive Committee.
- b) Provide feedback and recommendations to the Board on Portfolio responsibilities.
- c) Ensure necessary reporting to State and National surf lifesaving governing bodies is undertaken and is correct and timely.
- d) Input into and actively contribute to the Portfolio's achievement of the strategic objectives.
- e) Oversight of portfolio activities within the functional area to ensure consistency with Club objectives and purpose.
- f) Endeavour to have at least one other member of their Portfolio familiar with their role, issues and processes, to facilitate business continuity.



PORTFOLIO – SURF SPORTS

ROLE AND AUTHORITY

- a) This Portfolio consists of the following teams: **Competition, Surf Sports Events and Coaching.**
- b) Ensure the Club has appropriate management to achieve the competitive outcomes for the Club.
- c) Ensure the Club has appropriate pathways to achieve the competitive outcomes for the Club.
- d) Successful delivery and execution of internal and external surf sport events for the members and the Club financially and operationally.
- e) Provide an environment to achieve the best from our competitors;
- f) Contribute to plans for membership retention and satisfaction.
- g) Effective succession planning to ensure continuity of the Club and its services to the members and community.

RESPONSIBILITIES

- a) The position reports to the Board through the Executive Committee.
- b) Provide feedback and recommendations to the Board on Portfolio responsibilities.
- c) Ensure necessary reporting to State and National surf lifesaving governing bodies is undertaken and is correct and timely.
- d) Input into and actively contribute to the Portfolio's achievement of the strategic objectives.
- e) Oversight of portfolio activities within the functional area to ensure consistency with Club objectives and purpose.
- f) Endeavour to have at least one other member of their Portfolio familiar with their role, issues and processes, to facilitate business continuity.



PORTFOLIO – COMMUNITY SERVICES

ROLE AND AUTHORITY

- a) This Portfolio consists of the following teams: **Retail, Sponsorship, Accessibility and Inclusion** and **Community Engagement**
- b) Responsible for the branding of the Club.
- c) Develop promotion of the Club to the community of Western Australia.
- d) Identifying and activating opportunities to deliver additional revenue streams for the Club by sponsorship, product sales, community events and marketing activities.
- e) Relationship management, both internally and externally, for existing and future supporters, collaborations and sponsors;
- f) Organisation of marketing functions including those associated with retaining or attracting club sponsors and community stakeholders.
- g) Ensure efficient and effective communication to the Club's stakeholders to ensure their effective engagement.
- h) Effective succession planning to ensure continuity of the Club and its services to the members and community.

RESPONSIBILITIES

- a) The position reports to the Board through the Executive Committee.
- b) Provide feedback and recommendations to the Board on Portfolio responsibilities.
- c) Coordination and review of sponsorship proposals and agreements for the club.
- d) Ensure necessary reporting to State and National surf lifesaving governing bodies is undertaken and is correct and timely.
- e) Input into and actively contribute to the Portfolio's achievement of the strategic objectives;
- f) Oversight of portfolio activities within the functional area to ensure consistency with Club objectives and purpose.
- g) Endeavour to have at least one other member of their Portfolio familiar with their role, issues and processes, to facilitate business continuity.



PORTFOLIO – CLUB SUPPORT SERVICES

Note: This portfolio has a large proportion of paid staff that all have their own position descriptions and associated agreements with much of the club's day to day operations facilitated by them. As such, this GM role will serve as a point of contact for the Club's staff as required.

ROLE AND AUTHORITY

- a) This Portfolio consists of the following teams/staff:
 - Volunteer: **Membership, Social, Bar/Functions volunteers**
 - Paid: **Admin Coordinator, Marketing Admin Officer, Accounts Officer, Function Coordinators, Bar Managers**
- b) Responsible for the management of the Club's physical facilities and environment.
- c) Ensure compliance with all relevant legislation and associated reporting, including Liquor Licence.
- d) The position has the power to endorse contracts on behalf of the Club as per delegation of authorities in the Executive Authority Policy.
- e) Contribute to plans for membership retention and satisfaction.
- f) Effective succession planning to ensure continuity of the Club and its services to the members and community.

RESPONSIBILITIES

- a) The position reports to the Board through the Executive Committee.
- b) Provide feedback and recommendations to the Board on portfolio responsibilities.
- c) Liaise with office staff for management of the Clubhouse condition and its surrounding environment.
- d) Liaise with staff regarding the Bar/Venue and its profitability.
- e) Liaise with Social Manager for Club Social events.
- f) Liaise with City of Joondalup Asset Management team regarding lease, building maintenance and upgrading (office staff will manage during office hours).
- g) Liaise with Executive Management regarding annual Workplace Health and Safety audit and compliance.
- h) Input into and actively contribute to the Portfolio's achievement of the strategic objectives.
- i) Ensure all relevant information and documentation is stored appropriately and accessible for continuity purposes.
- j) Endeavour to have at least one other member of their Portfolio familiar with their role, issues and processes, to facilitate business continuity.