

DIRECTOR OF MEMBERSHIP AND PEOPLE PROFILE: ROYAL AUCKLAND AND GRANGE GOLF CLUB AUCKLAND, NZ

THE DIRECTOR OF MEMBERSHIP AND PEOPLE OPPORTUNITY AT ROYAL AUCKLAND AND GRANGE GOLF CLUB

The Director of Membership and People at Royal Auckland and Grange Golf Club plays a pivotal role in overseeing the club's membership, administration, and human resources functions. This position is primarily focused on managing the exclusive membership process, from initial inquiries to application processing and ongoing engagement. The manager is responsible for maintaining the club's high standards of member service, coordinating with various committees, and ensuring smooth administrative operations across all departments. They oversee the club's security systems, manage waiting lists, and develop strategies to enhance member retention and satisfaction. While the role has a strong emphasis on membership and administration, it also encompasses basic HR responsibilities, including liaison with external consultants and overseeing health and safety protocols. The ideal candidate will possess excellent interpersonal skills, strong administrative capabilities, and a deep understanding of private club operations, particularly in the golf industry. Their ability to juggle multiple priorities, communicate effectively with diverse stakeholders, and contribute to the club's prestigious culture will be crucial to success in this multifaceted position.

THE ROYAL AUCKLAND AND GRANGE GOLF CLUB

Royal Auckland and Grange Golf Club is one of the only truly private member clubs in New Zealand and is known within Australia and New Zealand as one of the premier member clubs.

Founded in 1894, the Royal Auckland and Grange Golf Club is the product of a historic merger between Auckland Golf Club and the Grange Golf Club. Auckland Golf Club, established in 1894, and the Grange Golf Club, founded in 1924, each brought a distinguished legacy to the amalgamation, forming the foundation of what the club represents today.

The merger, officially solidified in 2017, was a strategic move that aimed to combine the strengths and traditions of both institutions. This union not only expanded the club's offerings but also created one of the premier golf facilities in the New Zealand golfing community. The Royal Auckland and Grange Golf Club, as it stands today, reflects the harmonious integration of two venerable clubs, bringing together their histories, courses, and memberships into a singular entity.

In the subsequent years, the club has continued to build upon this legacy, undertaking strategic initiatives such as subair systems, cart path improvements, and a world-class clubhouse to further enhance the golfing experience. Now, the club seeks a visionary leader to continue to enhance and drive forward this already well-established club.

ROYAL AUCKLAND AND GRANGE GOLF CLUB BY THE NUMBERS

- Initiation Fees: NZD\$17,016
- Annual dues: NZD\$5,817
- Number of Members: 1,948
- Joining Process: Proposer, Seconder & Six Referees
- Approximately 45,000 rounds of golf annually on 27 holes
- Club POS Lightspeed X Series; Accounting Xero
- Direct Reports: Reception Personnel (2)
- HR Consultant: Employsure

ROYAL AUCKLAND AND GRANGE GOLF CLUB WEBSITE: www.raggc.com

DIRECTOR OF MEMBERSHIP AND PEOPLE POSITION OVERVIEW

The Director of Membership and People reports to the Chief Executive and oversees the details of each portfolio.

Key Responsibilities

Membership

- Liaise with prospective member enquiries. Arrange meetings/tours with prospective members where necessary. Tracks all membership leads and follows up as appropriate.
- Serve as key liaison for referrals, prospective members, and current Member relations.
- Maintain enquiry database for reporting to the Membership Committee and Board.
- Receive, screen, and process new member applications.
- Liaise with the Director of Golf regarding New Member Inductions, New Member Events, and other similar events set by the Membership Committee.
- Follow up on all resignation letters.
- Perform exit interviews and recommend alternative memberships.
- Prepare membership agenda and papers, liaising with the Chair of the Membership Committee
- Attend Membership Meetings and participate actively in those meetings.
- Process current member upgrades, downgrades & resignations.
- Maintain the member database, categories, and update associated fees/charges each year.
- Monitor, maintain, and engage the Waiting List with a communication plan.
- Maintain and oversee Wait List & Transfer Lists Programmes.
- Record and archive monthly membership statistics and categories for the Membership Committee.
- Ensure members paying entrance fees in instalments are set up correctly each year and maintained.
- Working closely with AR regarding membership queries, providing new member invoicing details, member changes of category information throughout the year to AR, as well as preparation for the subscription year
- Membership communications re applications, waitlist, transfer list, juniors to intermediates.
- Maintain membership cards in line with the security programme.
- Handle deceased members' announcements and data with sensitivity.

Human Resources

- Work closely with Employsure; Employment Relation legal advisers.
- Assist HODs with recruitment and placement of employment opportunities.
- Use Employsure templates to create employment documents for new employees.
- Liaise with Payroll, new employees, any changes to employee's status, or resignations.
- Assist HODs with employment relation problems, seek advice from Employsure when required, participate in meetings, and take notes.
- Receive resignations, pass on details to payroll, and provide exit interviews for employees leaving the Club.
- Inform HODs of legislation changes and updates.
- Inform HODs of regular services provided by EAP.
- Keep a digital file of employment documents for all staff.
- Update BrightHR regularly for HODs to gain access and for staff to review memos and their personal employment details.
- Annually review staff employment documentation.
- Annually review employment templates and the Employee Handbook, to be checked and signed off by Employsure.
- Provide employment reports to HODs when requested.
- Salary review letters annually or as required.

Health, Safety and Welfare

- Oversee all aspects of HSW at the Club daily.
- Ensure HSW documentation templates are current for all staff to use.
- Working alongside Employsure HSW, who visit quarterly for HSW checks, providing an overview of Club HSW activities and documentation.
- Meet quarterly with Department HSW Reps.
- Report quarterly to the Committee HSW incidents, training, concerns and any progress made.
- Complete an annual review to submit to Employsure.
- Annually review the Employee & Contractors HSW Handbooks and Club Policy for updating.

- Report to Worksafe NZ any specific incidents that fall under their criteria.

Administration

- With the assistance of the Receptionist, ensure the following are attended to:
 - Administration enquiries through the @admin email address.
 - Stationery orders.
 - Administration requests from all departments.
- Committees
 - Assist with the collation and distribution of documentation.
 - Minutes to Meetings.
- Security
 - Manage software programs from CCTV to Car Licence Plate recognition for the entrance gate.

CANDIDATE QUALIFICATIONS AND EXPERIENCE

- Extensive experience in membership management for private clubs, including recruitment, retention, and engagement strategies
- Strong administrative skills, with proficiency in managing member databases and processing applications
- Proven track record in developing and implementing membership communication plans and events
- Experience in managing waiting lists and transfer processes for exclusive memberships
- Excellent interpersonal skills, with the ability to build relationships with prospective and current members and employees.
- Proficiency in preparing and presenting membership reports and statistics for board meetings and committees
- Strong organisational skills to manage multiple administrative tasks across various club departments
- Experience in overseeing club security systems and access management for members and staff
- Familiarity with private club operations, particularly in the golf industry or similar high-end leisure environments
- Basic understanding of HR processes and New Zealand employment laws (desirable but not essential)

EDUCATION AND CERTIFICATION

It is preferred that the ideal candidate is currently undertaking the CMAA BMI pathway, but it is not required.

SALARY AND BENEFITS

A highly competitive salary and attractive benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your CV and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your CV or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Ed Chapman, CEO of Royal Auckland and Grange Golf Club, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why RAGGC and the Auckland, NZ area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Wednesday, 28th August 2024. Candidate selections will occur in late August, with the first Interviews expected in September 2024 and the second interviews a short time later. The new candidate should assume his/her role by the end of October/November 2024.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Royal Auckland”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

Lead Search Executive:

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