

## **MEMBERSHIP ADMINISTRATOR PROFILE: ROYAL WIMBLEDON GOLF CLUB LONDON, ENGLAND**

### **MEMBERSHIP ADMINISTRATOR OPPORTUNITY AT ROYAL WIMBLEDON GOLF CLUB**

The Membership Administrator opportunity at Royal Wimbledon Golf Club is a unique and exciting role within a highly regarded club. As a pivotal member of the team, you'll be responsible for handling membership enquiries, efficiently managing the membership application process, and ensuring the seamless execution of the club's two annual candidate days. Additionally, you'll oversee the administration of all membership-related items, maintaining the club's high standards of service and professionalism. This position offers an excellent chance to be part of a premier club and contribute to its ongoing success.

### **ABOUT ROYAL WIMBLEDON GOLF CLUB**

Royal Wimbledon Golf Club, with a heritage spanning over 150 years, stands as a testament to the rich tradition of golf. Founded in 1865, the club celebrated its sesquicentennial anniversary in 2015, a milestone underscoring its position as the third oldest golf club in England. Designed by the legendary architect Harry Colt, the club's course bears the hallmark of his genius, offering players a challenging yet rewarding experience amidst picturesque surroundings.

With a membership of nearly 1,200, Royal Wimbledon Golf Club occupies a coveted location just outside of central London, providing members with easy access to its facilities and the opportunity to escape the hustle and bustle of city life. The club's commitment to excellence is evident in its continuous investment in facilities and course improvements, including a recent comprehensive renovation. This dedication ensures that members enjoy world-class amenities and a meticulously maintained course year-round. Beyond its outstanding facilities, Royal Wimbledon Golf Club fosters a sense of camaraderie and tradition, offering members a welcoming environment to enjoy their passion for the game and forge lasting friendships. As it looks to the future, the club remains steadfast in its commitment to upholding the values of sportsmanship, integrity, and community that have defined it for generations.

### **ROYAL WIMBLEDON GOLF CLUB BY THE NUMBERS**

- Membership: approximately 1200 in all categories
- Joining Fee: Dependent on category but a multiple of the annual subscription
- Annual Subscriptions £: 3,400
- Membership application process: Must be introduced and seconded by existing members or apply through an associate programme
- Member application lead time - approximately 3 to 4 years
- Waitlist – approximately 110
- Club Software: Jonas although migrating to Intelligent Golf this year; ACT! For the candidate application process
- Club Accounting System: Pegasus Opera (likely to be changing to Xero in 2025)

**ROYAL WIMBLEDON GOLF CLUB:** [www.rwgc.co.uk](http://www.rwgc.co.uk)

### **MEMBERSHIP ADMINISTRATOR JOB DESCRIPTION**

The Membership Administrator reports directly to the Royal Wimbledon Golf Club's General Manager and collaborates with the Assistant General Manager, Finance Manager, and Accounts, as well as liaising with the Senior Trustee, Membership Committee, and colleagues.

The successful candidate will be outgoing, hospitality-oriented, persistent, collaborative, focused, relevant to current trends, and possess a positive 'can do' attitude. Many of the activities that will flow through and be part of the Membership Administrator's role require exceptionally strong attention to detail, the ability to manage multiple priorities, and the ability to work effectively with a cross-functional team.

The Membership Administrator will work to create and manage all membership collateral. This role requires a creative mind while being an organized, time-efficient, and team-oriented individual.

### **KEY PRIORITIES OF THE MEMBERSHIP ADMINISTRATOR**

'Hitting the ground running' is a key expectation of the new Membership Administrator, but equally important are the following key points of initial focus and concern:

- Dealing with all membership enquiries
- Book Initial Information Meetings with the General Manager for Members wishing to propose a candidate for membership
- Identifying potential candidates for the Club's Associate programme and setting up interviews as appropriate
- Manage the Candidate application process (Adults and Juniors), including the organization of 2 annual candidates' days
- Assist the Senior Trustee and General Manager with managing the membership application process
- Create and produce membership and candidate reports as required
- Membership correspondence and filing related to membership and candidate matters
- New Member welcome induction meetings, welcome pack and clubhouse tour
- New Member follow-up surveys and feedback
- Manage membership category changes in line with Club policy
- Membership Committee - pack preparation and distribution, meeting attendance, minutes and post-meeting actions
- Junior Committee – preparation of relevant documents for committee meetings and attendance at meetings and any relevant post-meeting actions
- Prepare any membership category changes and liaise with the Finance Manager prior to the membership subscription renewals annually
- Follow up membership debtors in line with Club Policy
- Oversee the transfer of all physical membership files to electronic files held in the Club's software
- Arrange all correspondence relating to the Club's Heritage Fund and donations from Members to this fund.

### **CANDIDATE QUALIFICATIONS**

The successful candidate will have to demonstrate a proven ability with standard administration software and be proficient in the following:

- Microsoft Word, Excel, Outlook and Teams
- ACT! – candidate application process
- Jonas – Membership Operating system (Moving to Intelligent Golf October 2024)
- Excellent organisational, interpersonal, planning and prioritising abilities are vital.
- An understanding of golf will be essential.
- Ability to work both independently and collaboratively
- Ability to plan and schedule work to maximise efficiency
- Diplomacy - the ability to work in an environment where manners and respect are paramount
- Initiative – the ability to take the lead and to operate without supervision
- Capability - the ability to work in a calm and controlled manner in a busy environment

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club offers private medical insurance, a share in the staff fund distributed twice yearly after a qualifying period, a pension fund, and meals on duty.

### **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 in your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Royal Wimbledon General Manager, Robert Brewer** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why RWGC and the London 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 Tuesday, 11<sup>th</sup> June 2024. Candidate selections will occur mid-June, with the first Interviews expected in July 2024 and the second interviews a short time later. The new candidate should assume his/her role in early—to mid-August 2024.**

**IMPORTANT:** Save your CV and letter in the following manner:

“Last Name, First Name - CV” &

“Last Name, First Name - Cover Letter, RWGC”

(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 CV and cover letter.

If you have any questions, please email Patty Sprinkle: [patty@kkandw.com](mailto:patty@kkandw.com)

**Lead Search Executive:**

Michael Herd

Head of International Search & Consulting, KOPPLIN KUEBLER & WALLACE

+44 (0) 7903 035312 – United Kingdom

[michael.herd@kkandw.com](mailto:michael.herd@kkandw.com)