

MEMBERSHIP SECRETARY

Role Definition Document



ROLE PURPOSE

The role of the Membership Secretary at Pinner Lawn Tennis Club is to proactively:

- Work with the Marketing Manager to attract new members
- Maintain an information pack that can be given to prospective new members to encourage them to join PLTC
- Establish and refine the definition and cost of the various categories of membership
- Maintain a "New Member" pack of information which can be given to new members containing all key club information
- Meet with prospective new members wherever possible to establish their requirements and to give as much information about the club as possible
- Act as a focal point for new members once they have joined, to help their smooth integration into the club
- Maintain accurate records regarding membership
- Administer the annual renewal process
- Propose, discuss and agree any appropriate variations to the standard renewal process/payments (e.g. discounts, refunds, payment schedules)
- Retain existing members, by being aware of any issues and facilitating their resolution where possible
- Manage the overall court booking process, rules and associated system/application

The Membership Secretary needs to be a diplomat, able to: assist in the resolution of any conflicts in the club; deal with any external issues; and be able to hold the respect/trust of the members.

The Membership Secretary also should also lead from the front and set an example (acting as a role model) of what is expected of members in their day-to-day interactions with the club and other members.

ROLE REQUIREMENTS

- Act as an ambassador for the club, promoting the club and its activities whenever possible
- Help increase the membership (with support of other committee and general members) using various mechanisms to promote and publicise the club
- Carry out any other reasonable requests from the club trustees/directors

EXPECTED DELIVERY

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- Attend as many club events as possible and be visible to the club membership. This should include but not be limited to –
 - Team matches
 - Annual Tournament
 - Official club events
 - Social Tennis

PERSONAL REQUIREMENTS

- | | | |
|----------------|----------------|------------------|
| ▪ Co-Operative | ▪ Objective | ▪ Diplomatic |
| ▪ Positive | ▪ Reliable | ▪ Methodical |
| ▪ Enthusiastic | ▪ Approachable | ▪ Self-Motivated |
| ▪ Helpful | ▪ Supportive | ▪ Anticipatory |