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# CHARTERHOUSE CLUB MANAGER

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CHARTERHOUSE

CANDIDATE INFORMATION

## Welcome from the Head



Thank you for your interest in this role at Charterhouse.

Charterhouse is an exceptionally rewarding place for our pupils and staff. The developments in our academic and co-curricular provision, boarding and social spaces have facilitated a highly successful move to full coeducation, demonstrating an intentional and strategic drive to deliver a world-class, future-ready education, where every individual is empowered to reach their potential.

Our vision and values place kindness and belonging at the core, and our culture is one of welcome and acceptance. Open our doors and you will find a diverse and enriching range of people, experiences, thoughts and interests that all contribute to our thriving community. We nurture our talent and offer a myriad of opportunities to learn and grow together.

We warmly invite people from all backgrounds to share their passions, skills and ideas and who can help us to continuously lead and inspire the next generation, in an environment where everyone can flourish.

A handwritten signature in black ink that reads "Alex Peterken". The signature is fluid and cursive, with a long horizontal line extending to the right.

Dr Alex Peterken  
Head



## About Charterhouse

Charterhouse is a beautiful school in a 250-acre campus – a wonderful setting for the whole community to live and work together and a splendid backdrop for teaching and learning.

Founded in 1611, Charterhouse is one of the world's leading coeducational independent schools, welcoming boarders and day pupils at 13+ entry and 16+ entry.

Surrounded by a world of opportunity and connected by a feeling of belonging, each pupil at Charterhouse is educated to embrace life's full potential, and empowered to carry this into their future. A Charterhouse education prepares for both academic success as well as laying the foundations for future professional, social and personal fulfilment.

The School is academically ambitious for every pupil, with all strands of a Charterhouse education leading towards being fully prepared for the real-world of tomorrow and equipped to grasp future opportunity.

The curriculum is all about choice for the individual and is firmly rooted in academic rigour, intellectual curiosity and independent learning. Year 9 pupils follow a real breadth of academic subjects, with the curriculum in Years 10 and 11 culminating in (I)GCSEs.

Pupils benefit from the dual offer available in the Sixth Form: A Levels with an Extended Project Qualification or the breadth of the IB Diploma Programme. A wonderful range of academic electives are on offer, including the Charterhouse Entrepreneurship Diploma (accredited by the Institute of Enterprise and Entrepreneurs) and the Ivy House Leadership Award.

From an outstanding and varied academic education to the raft of co-curricular options – opportunities abound at Charterhouse. With over 80 activities, the co-curriculum is an essential strand of a Charterhouse education, combining opportunities for leadership development, creativity, exercise and team work.

The Boarding House teams are at the heart of supporting each young person on their journey through the School. The Heads of House live in the Houses, and are supported by a team of tutors and pastoral staff – two of whom are also residential. The House Teams are supported by a 24-hour Health Centre and pupils also have access to support through the Wellbeing team, counsellors and chaplaincy.

Shared values are central to life at Charterhouse, enabling each person to be themselves – everything at Charterhouse begins with kindness. We warmly welcome applicants who will share our values and with the enthusiasm and energy to make a significant and lasting contribution to life at the School. Together we can ensure that Charterhouse continues to be a world-class education provider.

PERSEVERANCE  
CHARTERHOUSE  
RESPONSIBILITY  
MORAL COURAGE  
OPEN-MINDEDNESS  
KINDNESS

## Our Values

At Charterhouse we recognise that we each have a responsibility to reflect upon everything we have been given and strive to make the most of the opportunities available to us in order to live our motto: *'Deo Dante Dedi'* – God having given, I gave.

Everything we do at Charterhouse is centred around living to our core set of values. They help steer how we behave, learn and treat each other. They are embedded in and reflected upon in all aspects of school life. Of these, kindness – to ourselves and to others – is the most important and something we encourage in all pupils from their very first day.

We concentrate on educating the individual, to provide a comfortable and welcoming atmosphere where each child feels valued and can flourish. Every year we welcome children from a diverse range of backgrounds and experiences; this enriches our community and is vital in preparing all our pupils for today's world.

## Why Choose Charterhouse

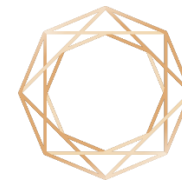
Charterhouse is an exceptional place to work. You will be part of a vibrant and inclusive community in a world-class school. Throughout this job description you will see the many reasons to join us. Below are some practical benefits that are offered, complementing a generous remuneration package:

- Competitive contributory occupational pension scheme
- Death in service benefit up to the age of 70 (if not already included in occupational pension scheme)
- Cash Health Plan currently provided by +Medicash
- Payment for eye tests for users of visual display screen equipment, and a contribution currently amounting to £50 to the cost of any corrective eye wear (normally claimable once every 3 years)
- Personal Accident insurance
- Access to an Employee Assistance Programme
- Membership of the School Sports Centre
- Membership of the School's 9-hole golf course at a reduced subscription
- Participation in a 'Cycle to Work' scheme (subject to eligibility)
- Salary sacrifice on electric vehicles (subject to eligibility)
- Lunches, during your normal working day
- Free on-site parking
- Invitations to school productions and concerts throughout the year
- Use of the School Library to borrow books & other media
- Continuing professional development as part of our talent management programme.



'Dynamic and energetically ambitious'

- CARFAX TOP 120 SCHOOLS IN THE WORLD



PRINCESS ROYAL  
TRAINING AWARD  
2023

'Crackling with dynamism, this is a place  
where things are always happening.'

- TATLER SCHOOLS GUIDE 2023



## The Charterhouse Club at Charterhouse

Charterhouse Club is a major player in the Godalming leisure market. A highly successful dual-use facility catering for over 900 leisure club members, 250 golf members, 950 pupils, and over 400 School staff and their families, offering a full range of facilities and services associated with a typical health and fitness club. In addition, the Club hosts a number of internal School and external public-facing events, as well as supporting the School's extensive residential holiday programmes for groups such as Harlequins Junior Camps and England Lacrosse Triple Arrow Camps, with facilities and activities. The Club has had a long association with the local community and is intrinsically involved at an organisational level in other local activities and events such as the annual Godalming Run.

This large customer-facing, multifaceted business is open for up to 15 hours per day, 7 days per week, employing over 30 full-time, part-time and casual staff, group exercise and sports instructors.

## VISION

It is our aim for Charterhouse Club to be the destination of choice for everyone in the Charterhouse and Godalming communities seeking to fulfil an active lifestyle.

We are passionate about what we do, what the Club represents, and what it strives to achieve. We pride ourselves on being independent and at the forefront of our industry.

## MISSION

Our overriding aim is to establish a long-lasting relationship with each employee and every member or customer we come into contact with. It is our belief that this will be achieved not only through the provision of high-quality facilities and programming, but through our own actions and behaviour as individuals.

Professionalism is the foundation of our business. Our core values are passion, high quality personal customer service, flexibility, dependability, and safety.

## Overall Purpose and Responsibilities

### Club Manager

The main role of the Charterhouse Club Manager is to manage the extensive indoor sports facilities and golf course to provide the greatest possible opportunity for pupils of Charterhouse School and the local Godalming community to develop an active lifestyle, in a club environment, where people feel they really belong.

As one of a team of three managers reporting directly to the Commercial Director, the Club Manager will take full responsibility for all aspects of the day-to-day operational management of the Charterhouse Club and Charterhouse Golf Club, working closely with the Commercial Events Manager to maximise the use of Charterhouse facilities for external lets and bookings.

They will be accountable for all Club operations including the recruitment, management and development of staff, operational budgets, membership sales, and health and safety. They will provide clear and effective leadership to a very capable, multi-skilled and passionate team.

The Club Manager will demonstrate and uphold personally, the Company's Vision, Mission and Values and ensure all team members adopt these.

## ACCOUNTABLE

You will be employed by Charterhouse and report to the Charterhouse Commercial Director. You will be a key member of Charterhouse School's Commercial Management Team alongside the School's Events Manager and Retail Manager.

## LINE MANAGER RESPONSIBILITY

Duty Manager Team, Admin Assistants, Leisure, Gym and Reception teams, Group Exercise and Sports Instructors.

## ADDITIONAL STAKEHOLDERS

Charterhouse School Director of Sport, Director of Girls Sport

## MAIN DUTIES AND RESPONSIBILITIES

### 1. Operational Leadership

- Be the public face of the club leadership, first point of contact
- Deliver high quality, engaging and safe services
- Manage and deploy the staff, including management of rotas, holiday and sickness
- Induction / training / operational procedures

This will be achieved by:

- 1.1. Effective leadership and management to ensure the delivery of a high quality, broad ranging, safe, efficient and economic service at all times, deploying experience, judgement, discretion and sensitivity in all dealings with staff, members and other users;
- 1.2. The engagement of operational staff as the activities of the Club may require ensuring relevant and appropriate staffing levels are maintained at all times. Liaise with HR Manager to ensure personnel records are maintained up to date and GDPR compliant
- 1.3. The implementation of an appropriate induction and training programme for all staff in relevant operational procedures, codes of practice, health and safety and customer care
- 1.4. Working as required, including evenings and weekends, to effectively carry out the duties contained in this Job Description;
- 1.5. To act as Duty Manager from time to time as and when required;

### 2. Team Leadership

- Provide day to day leadership of the Charterhouse Club team of employees
  - Responsible for maintaining the culture of the team and development of individuals as appropriate
- 2.1. The Company values highly the contribution each individual makes towards achieving the overall Business Objective. The Club Manager will lead by example, support, mentor and develop all team members in their respective roles and encourage and enable each one to be as fully involved as possible to ensure each and every employee has the knowledge, skills, behaviour, desire and incentive to fulfil their role to the best of their ability

- 2.2. Ensure all members of the Club team are reviewed at least annually in accordance with the Charterhouse Work Review / PDR scheme.

### 3. Health and Safety Management

- 3.1. To accept delegated responsibility for all areas of health and safety under the provision of the Health & safety at Work Act 1974, Company Health & Safety Policy and any other subsequent and/or relevant legislation, best practice, or Code of Practice in respect of the operation of the Club and to act as the “Competent Person” in this respect
- 3.2. To keep under review, and update as necessary, all Operations Manuals for each area of operation within the Club, including the Swimming Pool Normal Operating procedures and Emergency Operating Procedures ensuring compliance with health and safety legislation and manufacturers recommendations as appropriate
- 3.3. Report in to and attend the School Support Services Health & Safety meetings when required and liaise with the School’s Health & Safety Manager as required;
- 3.4. Ensuring that all relevant and appropriate safeguarding measures are implemented and monitored including the management of all official “visitors” to the Club in accordance with the School Safeguarding Policy and any other subsequent legal requirement;
- 3.5. The management of external contractors working within the Club, in particular ensuring that all legal requirements, safe working practices and permits to work are adopted by the contractor;
- 3.6. To take overall responsibility for the security of the premises and to be available for call out as necessary;

- 3.7. To accept delegated responsibility for all licences applicable to the normal operation of the Club and to ensure that all such licences are adhered to and maintained as required

### 4. Commercial Responsibilities

- 4.1. Ensure the accurate and effective administration of all membership and activity fees paid, activities, courses, bookings, and events using relevant systems
- 4.2. Assist the Commercial Director in the preparation, management and control of the Club’s annual budgets;
- 4.3. Agree with the Commercial Director a cost-effective programme of planned and routine maintenance and liaise with the Charterhouse Maintenance Department to deliver within agreed budgets
- 4.4. To assist the Commercial Director and Events Manager with the development and delivery of marketing and promotional literature and PR activities and take an active role in the maintenance and delivery of website and social media-based information content;
- 4.5. To implement and lead a membership sales process to deliver new members to the Club
- 4.6. Develop and implement a range of measures to improve membership retention

### 5. Integration with Charterhouse School and other stakeholders

- 5.1. Maintain and develop relationships with key stakeholders and act as Club representative on appointed committees and forums (both internal and external) as required;



5.2. Liaise with other Charterhouse (School) Departments as necessary to ensure the effective operation of the Club;

6. Any other duties as may be reasonably required by the Commercial Director.

## PERSON SPECIFICATION

Charterhouse Club is a customer facing, service-based organisation.

The ideal candidate will be an experienced supervisor/manager with a history of operations management, ideally in a leisure or other multifaceted business. You will be very people centric in your outlook but with a highly task-driven, system-oriented skill set. You will be honest and diligent with a high work ethic.

The role is very hands-on both operationally and, from time to time, physically, requiring regular evening and weekend working.

Ideally, you will have a background in leisure/health & fitness operations but this is not essential, as full training will be provided.

### **Desirable Qualifications (but not essential):**

Relevant leisure/health & fitness management qualification

First Aid at Work

RLSS National Pool Lifeguard Award or equivalent

Pool Plant Operators certificate

### **Other desirable skills and attributes**

MS Office (Outlook, Word, Excel, PowerPoint)

Knowledge of Gladstone CRM systems or other Club/leisure management software

**Salary** - £40,000 - £45,000 pa



*No job description can fully cover all aspects of the role and consequently the responsibilities are likely to evolve and change over time. This description does however give an overall view of the position*

## Application Process

Applications should be made in accordance with the School's application and safer recruitment procedures, via the School's website, selecting the relevant vacancy. The selected vacancy link will take you to our online recruitment system and give you the opportunity to register and complete an application form. You will also have the opportunity to upload your latest CV.

Early applications are warmly encouraged, and a bespoke invitation to interview may be offered in advance of the closing date.

All successful job applicants will be required to undertake a Criminal Record check and to undergo child protection screening.

### [Visit our website – Employment Opportunities](#)

We are creating an inclusive culture where all forms of diversity are seen and valued – for our pupils, for our staff. A culture that supports the enduring Charterhouse education provided to pupils in our global and multi-cultural environment. Join us now to be a part of it.

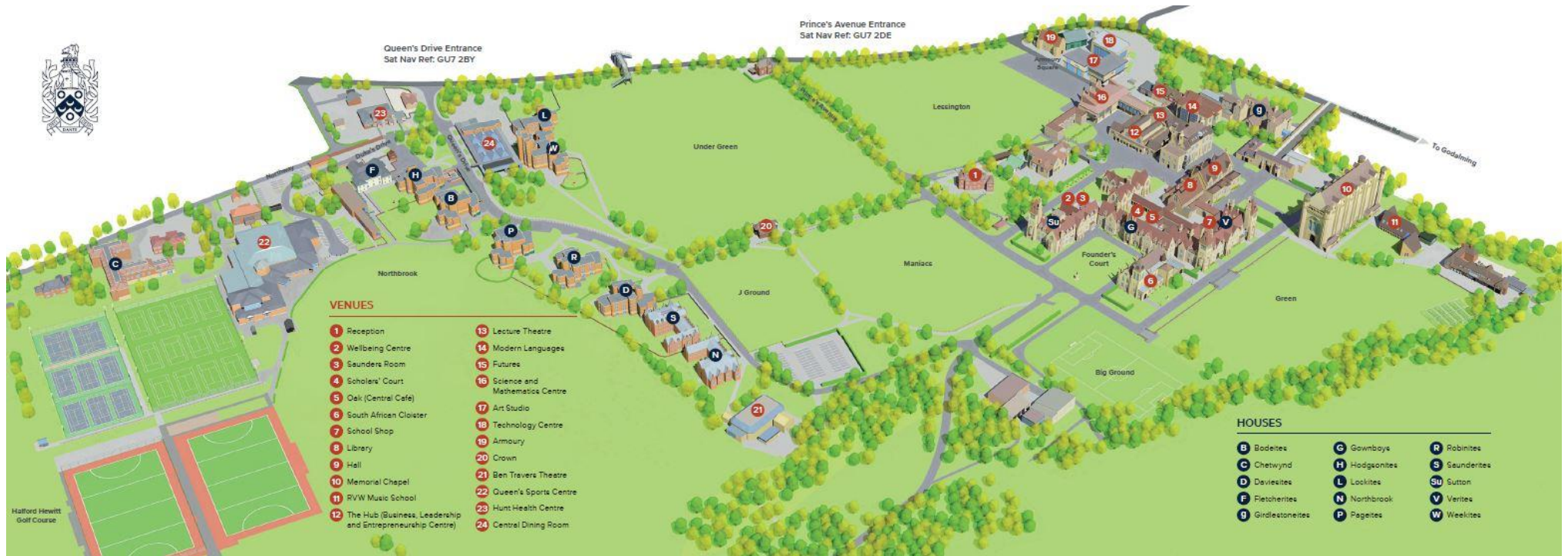
Further details about the Charterhouse Club can be found at [www.charterhouseclub.co.uk](http://www.charterhouseclub.co.uk).

If candidates would like an informal conversation before applying, Tim Ostle, the Commercial Director, would be very happy to talk with you. Please contact him by email at [tim.ostle@charterhouse.org.uk](mailto:tim.ostle@charterhouse.org.uk) to arrange a mutually convenient time. Please do not submit your application to this email address.

Closing date for applications is 12 noon on Thursday 23<sup>rd</sup> November 2023  
Interviews will be held shortly after the closing date.



# The Charterhouse Campus



## VENUES

- |   |                                   |
|---|-----------------------------------|
| 1 Reception   | 13 Lecture Theatre                |
| 2 Wellbeing Centre  | 14 Modern Languages               |
| 3 Saunders Room   | 15 Futures                        |
| 4 Scholars' Court   | 16 Science and Mathematics Centre |
| 5 Oak (Central Cafe)  | 17 Art Studio                     |
| 6 South African Cloister                                      | 18 Technology Centre              |
| 7 School Shop   | 19 Armoury                        |
| 8 Library   | 20 Crown                          |
| 9 Hall  | 21 Ben Travers Theatre            |
| 10 Memorial Chapel  | 22 Queen's Sports Centre          |
| 11 RVW Music School   | 23 Hunt Health Centre             |
| 12 The Hub (Business, Leadership and Entrepreneurship Centre) | 24 Central Dining Room            |

## HOUSES

- |                   |               |                |
|-------------------|---------------|----------------|
| B Bodelites       | G Gawnboys    | R Robinites    |
| C Chetwynd        | H Hodgsonites | S Saundersites |
| D Daviesites      | L Lockites    | SU Sutton      |
| F Fletcherites    | N Northbrook  | V Verites      |
| Q Girdlestoneites | P Pageites    | W Weekites     |

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