

PERSONAL ASSISTANT to GM – CLUB SERVICES & HERITAGE



> Reports to	GM – Club Services & Heritage
> Department	Club Services & Heritage
> Reportees	Nil
> Liaison with	MCC Committee, MCC Staff, MCC members and waiting list candidates, various contractors and suppliers and all Club stakeholders including reciprocal club, sporting section and special interest group representatives

> Job Goal

- To provide proactive and quality high level and administrative assistance to the General Manager – Club Services & Heritage, Committee members and other senior or department staff as required.

> Accountabilities

> Policy and Planning

- Planning and coordination of all relevant sub-committee meetings inclusive of MCC Club, Foundation sub-committees, club sports and NSM committees. Communicate to all relevant stakeholders and ensure all input is delivered in a timely manner.
- Coordinate and support departments in the development of relevant policies, procedures and systems and suggest improvements.
- Develop sound knowledge of club policies and procedures, and apply to standard administrative functions. Be familiar with information including functions, events, sporting events and other aspects relevant to the department and role.
- Develop a plan with associated timelines and resources for various department projects.
- Develop and implement innovative relevant member tour and travel products (including budgets).

> Organising and Operating

- Provide personal assistance to General Manager.
 - Monitor incoming mail / email & respond where possible on behalf of the General Manager – Club Services & Heritage. Advise the GM of any priority matters and follow up as required. Draft responses where required.
 - Follow up action/s with GM Club Services & Heritage for all Club Services & Heritage committees to ensure action point/s are addressed and completed.
 - Screen telephone calls and provide appropriate response.

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- Co-ordinate meetings (distribute agendas, book venues, follow up acceptances, arrange all necessary catering and equipment and when required, attend to note action items).
 - Organise appointments and travel arrangements for the General Manager – Club Services & Heritage (including diary management).
 - Manage outlook contacts. Maintain contact lists for Committee members and stakeholders
 - Prepare credit card and expense reconciliations for General Manager
 - Maintain documents and confidential records and filing of reports, correspondence and related material for ease of retrieval.
 - Provide proactive assistance schedule by using a “bring up” system to ensure that preparation for meetings, report and correspondence response etc. is timely.
 - Prepare reports, correspondence and presentations as required
- Co-ordinate, prepare and disseminate all relevant committee papers including MCC Club, Foundation, Heritage and NSM sub-committees. There is an emphasis on quality and timeliness of these reports.
 - Attend sub-committee meetings and prepare minutes for distribution in a timely manner.
 - Prepare ordering of items for department where required (including business cards, department purchase orders etc.).
 - Ensure that all operational activities required to successfully promote and stage member tour and travel products from end-to-end are completed in a timely and efficient manner including:
 - Select and make arrangements with supplier / partner
 - Prepare promotional and communication plan and any relevant collateral
 - Liaise with Communications team re tour promotion (emails, newsletters, social media)
 - Determine booking processes and on-sale dates
 - Co-ordinate and manage resources to process bookings Monitor budget/forecasts
 - Make arrangements with other external suppliers as required (travel operator, tour hosts)
 - Deal with member enquiries on tour arrangements and organise briefing prior to tour and reunion after tour
 - Ensure MCC tour manager has all relevant information and risk assessment has been done
 - Liaise with MCC tour manager about any logistical issues
 - In conjunction with MCC tour manager prepare or assist in providing reports and images to Communications team for publication in website, newsletter and social media outlets
 - Deliver debrief inclusive of tour evaluation with travel operator and record for future tours
 - Provide assistance to the CS&H department managers as required.

> Monitoring and Control

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- Monitor performance against member tour budget
- Manage the processes involved with co-ordination, preparation, reporting and monitoring of departmental key performance indicators and business plan.
- Manage the processes involved with co-ordination, preparation, reporting, monitoring and analysis of departmental statistics for Club Services & Heritage managers and where relevant, MCC Committee.
- Manage and monitor Temporary Members of the MCC. Input and maintain accurate records within the Temporary Membership database, organising correspondence and membership cards where appropriate.
- Manage and monitor departmental contracts.
- Manage and monitor department content on Club Hub (Intranet).
- Circulate data to Club Services & Heritage department staff re. Department leave.

> Personal Interaction

- Develop and maintain a strong open professional working relationship with the General Manager – Club Services & Heritage.
- Professionally relate to all Club stakeholders and staff, especially fellow assistants and departmental staff
- Regular interaction with relevant MCC management, MCC Committee members, MCC staff, MCC members and their guests, suppliers and key Club stakeholders.
- Given nature of business, including event days, work outside of usual business hours will be required from time to time. In this instance, where applicable, the Working Outside of Standard Hours policy will apply.

Leadership Capabilities

MCC Leading at the 'G' capabilities apply to this position, specifically at the 'Leading Self' level. These are outlined in the Leading at the 'G' framework

> Qualifications and Skills

- Tertiary qualifications preferred
- Strong and relevant experience as a Personal Assistant is essential
- Excellent computer skills (proficient in Microsoft Office – particularly, word, power point, outlook, and intermediate excel).
- Highly developed communication skills - both written and verbal (proficiency to write well, spell, grammar etc.)

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- Excellent listening skills
 - Professional integrity in all dealings
 - A positive personal and professional impact on other/s
 - A high degree of diplomacy, discretion and ability to treat information confidential when required.
 - Excellent organisation and time management skills
 - A high level attention to detail that ensures completion of tasks on time and of high quality
 - A strong commitment to excellent customer service, particularly for MCC members and departmental staff.
 - Ability to be proactive, innovate and think “outside the square”
 - Ability to take initiative to ensure nothing ‘slips through the cracks’
 - Demonstrates commitment to MCC values.
 - Consistently demonstrates the customer service CARE habits in all customer interactions
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