



Position Title: General Manager – Southlands Riding Club

Application Close: April 6, 2016

Start Date: April 2016

Status: Full Time

Reporting To: Executive Committee, Board of Directors

Compensation: Commensurate with experience

About Southlands Riding Club

Southlands Riding Club (“SRC” or the “Club”) is a non-profit society that provides a riding facility in Vancouver. The Club has around 350 members, more than 150 regular guests, 18 acres of land, seven separate riding arenas, a ½ mile track, two lunge rings, a clubhouse, a residential tenant, and four employees. On any given day around 150 to 200 horses and riders use the facility for their professional, recreational and training needs. The Club also has a horse rescue program and four horses live on the property, with their day to day management undertaken by an instructor.

The Club generates income via its membership as well as various horse and community events that it runs during the year. There are normally 4 major and up to 15 minor horse shows/events in a year. In the last financial year, the Club generated revenue between \$700,000 to \$800,000. Profits are used to reinvest in the facilities. The net assets of the Club are approximately \$750,000.

The Club effectively operates as a “small business” with a Board of Directors (the “Board”) supported by a number of sub-committees (Executive, Finance, Sponsorship, Dressage, Jumper, Membership and Horse Rescue Committees) and a very small management team.

Overview of General Manager position

Reporting to the Executive Committee and the Board, the General Manager (“GM”) effectively serves as the Chief Executive and Chief Operating Officer of the Club. The GM manages all aspects of the Club’s day-to-day operations and is responsible for planning and managing shows, clinics and community events throughout the year. The GM also serves as the key person in managing relationships between the Club and its Board, members, guests, employees, community, government and industry. A detailed job description is set out on the following pages.

Skills and experience required

The role requires a broad skill-set. The GM will ideally have strong people and management skills with a good understanding of business. The GM will need to have an ability to manage multiple tasks, to manage horse and other events, to deal with diverse and numerous stakeholders, and to motivate staff to perform their duties with the interest of the Club at heart.

Experience in the equestrian field is not essential however prior general management experience is. Preference will be given to applicants with event management experience as well as experience with IT and accounting packages. A willingness to do all level of tasks is required as the staff contingent is small.

Detailed Job Description

In general the Club GM's primary responsibilities can be defined as follows:

Board and Governance

The SRC Board is responsible for governance and policy decision-making. The GM reports to the Board and plays a support role at board meetings

The GM:

- Serves as *ex-officio* member of the Board and of most Club committees.
- Coordinates and administers the Club's policies as defined by the Board.
- Implements construction of Board-approved capital projects
- Prepares reports and other support material for committee and Board use.

Club Members and Guests

The GM:

- Initiates and organizes programs to provide members with a variety of shows, clinics, and social events.
- Ensures new Club members are welcomed and maintains professional relationship with members
- Ensures Club Rules are followed by members, instructors, employees, and guests, and respond to complaints appropriately. Manages disputes among members, instructors, employees and guests.
- Designs and administers an annual survey of the Membership to present the Board with a report on the Members' current opinions and ideas which is used for the Budget and long range planning.

Employees

The GM:

- Supervises and directs the work of employees; is responsible for personnel-related matters including employee rules and regulations, training, development, job changes and performance evaluations.
- Stays current with labour regulations to ensure that employees are treated fairly and in accordance with applicable laws.

Office / Clubhouse

The GM:

- Establishes and supervises office rules and policies.
- Ensures all monthly and annual government paperwork is appropriately filed
- Ensures the Clubhouse is cleaned and maintained in good condition.
- Ensures that emergency procedures are in place to deal with injuries to riders or horses.
- Implements and maintains strict record-keeping and security policy & procedures, including the backup and safeguarding of membership records, financial data, proprietary rights, and historical information.

The GM:

- Establishes food and beverage cost controls and operating procedures.
- Ensures all legal requirements are consistently followed, including laws for food safety and the sale/consumption of alcoholic beverages.

Riding Instructors

More than a dozen instructors rely on the Club's facilities to operate their businesses. The GM is their primary Club contact and responsible for looking after their needs and balancing them with the needs of other Members.

The GM:

- Recommends and enforces instruction guidelines as approved by the Board.
- Solicits the assistance of instructors in designing and setting new jumping courses in the rings
- Develops and maintains a ring-booking / scheduling system for the use of the Instructors
- Meets as needed with the Instructors to keep them informed of changes at the Club, and to obtain their feedback about operations and policies
- Accepts and reviews instructor applications for approval by the Board.

Community Relations / Outreach

The Club is the "hub" of the Southlands equestrian community. In coordination with the Board, the GM is the neighbourhood's primary point of contact.

The GM:

- Serves as a Club representative within the community.
- Participates in neighbourhood Emergency and Disaster Planning Initiatives in order to represent the needs of the Club.
- Participates in selected community activities.
- Maintains relations with local, provincial and national associations that promote equestrian activities.

Communications

The GM:

- Assists with the writing, publishing and distribution of the Club's quarterly newsletter.
- Sends bulk emails to the membership as appropriate to keep them informed of Club happenings that may affect their ability to use our facilities, and to inform them of upcoming events.
- Establishes and supervises the Club's "social media" policies, and maintains the Club's website and Facebook page so that they are up to date and relevant, and

Government and Industry

The GM:

- Ensures that the Club is operated in accordance with all applicable local, provincial and federal laws.
- Ensures the Club is abreast of relevant changes to Equine Canada, FEI, and Horse Council rules, and ensures that all events and Club operations are in line with the appropriate regulations.

Financial management

The GM:

- Prepares and recommends the annual budget for approval by the Board.
- Implements, monitors and reports against the budget on an ongoing basis.
- Maintains the financial database for the Club and manages the input of the Bookkeeper.
- Prepares and makes financial reports to the Finance Committee and Board of directors.
- Ensures that all bills and purchases are paid for in a timely manner.
- Researches insurance policies and terms, and makes recommendations to the Board regarding requirements, costs and benefits

Grounds Management

The Club has 1 ½ full time grounds' employee. As the 18-Acre facility requires daily maintenance, as well as setup and take-down for events, the GM plays a large role in Grounds Management.

The GM:

- Oversees the care and maintenance of all the Club's physical assets and facilities.
- Except when on Board-approved vacation, the GM is on-call 24/7 to assist with emergency situations.
- Directs repairs, improvements and changes to the facilities operating within the approved budget.
- Oversees and administers risk management and safety policies as designated by the Board.
- Respond to human and equestrian emergencies with calm professionalism
- Ensures proper cleanliness and sanitation of all Club facilities and environments.
- Handles emergencies such as fires, accidents and breaches of security or Club rules promptly.

Event Management

Many of the major events (Country Fair, Polo), and about half of the minor events, are organized and run by Committees, contracted employees or volunteers. In those cases, the GM's role is to supervise and approve event plans, to offer support as required and to ensure that all regulatory procedures are followed. In all cases, the GM maintains ultimate responsibility and authority for supervision, safety, and decisions regarding the operation of these events, and for ensuring that Club sponsors are appropriately recognized.

For the majority of events which do not have a coordinator, the GM:

- Is responsible for layout, printing, and distribution of event prize lists and show programs.
- Sets appropriate fees, and ensure that they are collected from vendors and exhibitors.
- Ensures that show entries and vendor contracts are compiled and that comprehensive record-keeping procedures are in place.
- Supervises the scheduling of all horses, rings, and classes.
- Obtains all required insurance and licenses for all horse shows and show officials
- Selects and hires suitable temporary employees for each major event.
- Ensures that sufficient numbers of volunteers have been arranged for each event
- Orders ribbons, prizes, bedding, and rider numbers in sufficient quantities for each event.
- Organizes and plans stabling for all competitors and ensures that stalls are clean, correctly labelled, and provided with sufficient shavings.
- Arranges professional photographers to attend events for the benefit of sponsors and competitors.
- Ensures that appropriate facilities such as toilets, food and water are available for event attendees.

Sponsorship

A sponsorship committee helps set the framework for annual sponsorships and committee members help secure sponsors.

The GM:

- Works with the Committee and is responsible for managing the sponsorship program
- Executes annual agreements with sponsors.
- Establishes a rapport and personal knowledge of each sponsor, where relevant
- Seeks out and approaches potential new sponsors for the Club.
- Coordinates with other Club event planners to ensure that they are offering sponsorship opportunities as sanctioned by the Club, and that all Sponsors will be appropriately recognized at all Club events.
- Designs and customizes sponsorship opportunity booklets for each sponsor
 - Arranging staff or volunteers to ensure sponsors are looked after and shown appropriate recognition at each event
 - Ordering food and beverages for sponsors that attend our events
 - Arranging photo opportunities and prize presentations where sponsors can meet prize-winners.

Horse Rescue and Rehabilitation

The Club started a Horse Rearing program in 2015, with the primary intent of securing Farm Status for property tax purposes. At most times there are four rescue ponies on the property. The program is managed by a Committee and daily horse care is the responsibility of a selected manager.

The GM:

- Is on the Rescue Committee and assists as needed with managing the program
- Ensures supplies are delivered as appropriate under direction of the manager responsible for the care of the horses.

To Apply

Please send a cover letter and résumé directly to:

SouthlandsRCoffice@gmail.com with “**Job Posting: General Manager – Southlands Riding Club**” and your last name in the subject line.

Only applicants selected for an interview will be contacted.