



Oakleigh Tennis Club – Victorian Tennis Academy

Club – Coach Agreement

SCHEDULE 2 - Administration

Administrative services delivered at **Oakleigh Tennis Club** will support day to day operations by following best practice policies and procedures.

Area	Description	Responsibility	Notes
Bookings			
Corporate functions	<i>Coordinate corporate bookings and functions ensuring compliance with all relevant permit / license and safety requirements</i>	N/A	<i>There are no plans to run corporate functions.</i>
Court hire – VTA programs & coaching	<i>Manage VTA court bookings and oversee courts during staffed hours in accordance with court usage priorities.</i>	Club	
Kids parties	<i>Coordinate children's party bookings ensuring compliance with all relevant permit, licence and safety requirements</i>	N/A	<i>There are no plans to hold children's parties.</i>
Court Hire – members & general public	<i>Manage all court bookings for schools, social groups, members & casual users in accordance with court usage priorities.</i>	Club	
Rooms	<i>Coordinate and organise rooms to accommodate bookings</i>	Club	
Venue	<i>Coordinate venue bookings and functions ensuring compliance with all relevant permit / licence and safety requirements</i>	Council	
Facility	<i>Manage all other facility bookings and associated requirements</i>	Council	
Business Systems & Procedures			
Accounting	<i>Measure, process, record and communicate financial information (e.g., recording transactions, preparing financial statements)</i>	Club	
Facility Management Systems	<i>Administer systems used for management of the facility</i>	Club	
Policies & Procedures	<i>Ensure documents that outline how the venue, club and members should operate are in place, current and communicated (e.g., Safeguarding and Welfare, Code of Conduct, Data Protection, Equity, Privacy, Health and Safety)</i>	Club	



Point of Sale System (POS)	<i>Manage POS system to handle payments, track sales, manage inventory, identify customers and manage customer database</i>	N/A	
Risk Management	<i>Administer risk management processes (e.g., annual risk review, implementation of processes)</i>	all	<i>All parties have responsibility for identification, assessment and treatment of risks</i>

Marketing & Promotions

Social Media	<i>Develop and manage clubs social media e.g., blogs, YouTube, social networks (Facebook, Twitter)</i>	All	
Website	<i>Develop and manage the club website, keeping content up to date and relevant</i>	All	Club (mainly) but VTA will help maintain its pages on the website.
Advertising	<i>Target delivery of messages to positively influence membership numbers, usage, volunteers and sponsorship</i>	Club	Input / assistance of VTA always welcome.
Open Day	<i>Plan, coordinate and host open days to connect with local schools and communities</i>	All	Combined club-coach effort.
Sponsorship	<i>Promote opportunities and packages to prospective sponsors, administer contracts and manage relationships with existing sponsors</i>	Club	Input / assistance of VTA always welcome.
Business Development	<i>Design and implement a plan to improve business performance of the venue</i>	Club	Input / assistance of VTA always welcome.

Member Relations

Communications	<i>Manage member communications</i>	Club	VTA also communicates directly with its participants.
Enquiries	<i>Manage membership enquiries</i>	Club	Coaching enquiries are forwarded on to VTA.
Facility Tours	<i>Deliver facility tours for site visitors</i>	Club	
Membership Management	<i>Club memberships administration and member relationship management</i>	Club	
Social Events	<i>Plan, coordinate and host social events to connect with members, volunteers and regular user groups</i>	Club	Input / assistance of VTA always welcome.
User surveys	<i>Gain feedback and views of players, members, coaches and volunteers</i>	Club	Input / assistance of VTA always welcome.

Operations

Fitness Centre	<i>Tasks associated with management of gym facilities (e.g., checks, access control, monitor users, signage, screening)</i>	n/a	
Opening & Closing (operating hours)	<i>Open and close the facility throughout agreed hours</i>	All	Last person to leave to ensure all gates & doors are locked & secure.
Facilities Management	<i>Tasks relating to management of the facility coordinating spaces, infrastructure, people and business services</i>	Club	Input / assistance of VTA always welcome.



Pro shop & kiosk	<i>Manage the pro shop area and kiosk, optimising secondary spend opportunities and complying with all relevant WHS and permit requirements</i>	All	Details yet to be determined.
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Partnerships

Community groups	<i>Liaise with and accommodate community groups who use the facility</i>	Club	
Other sports	<i>Liaise with and accommodate other sports who use the facilities</i>	Club	East Oakleigh Cricket Club Monash Villareal Football Club
Schools	<i>Promote services within schools and coordinate associated programs</i>	Coach	
User groups	<i>Liaise with and accommodate other user groups of the facilities</i>	Club	

Reporting

Facility usage	<i>Track average unique visits to the facility (playing and non-playing) per week for the purpose of annual reporting and evidencing usage to stakeholders</i>	Club	Only if automatically trackable by Book-A-Court / ClubSpark with pre-existing reporting tools. There will be NO manual tracking or evaluating of data.
Court usage	<i>Track average usage of the courts per week for the purpose of annual reporting and evidencing usage to stakeholders</i>	Select or type	Only if automatically trackable by Book-A-Court / ClubSpark with pre-existing reporting tools. There will be NO manual tracking or evaluating of data.
Participation	<i>Record information relating to specific activities conducted, listing groups and times, for the purpose of annual reporting and showcasing types of usage to stakeholders</i>	All	VTA to provide Coaching & Competition reports for AGM. Other data only if automatically available from Book-A-Court / ClubSpark with pre-existing reporting tools.
Financial Reports	<i>Recording all income & expenditure for the venue, retaining associated proofs (e.g., banking details) of transactions.</i>	Club	
Maintenance Reporting	<i>Record all information related to maintenance (e.g., audits, requests, correspondence, repairs, quotes and invoices).</i>	Club	
Operational Health Check	<i>Lead the annual OHC process undertaking data collection, submission and evaluation of results / action planning</i>	Club	Only if deemed necessary by the committee.
Operational review	<i>Undertake periodic in-depth and objective review of facility / clubs operations (e.g., communication, procedures, sustainability, financials)</i>	Club	Only if deemed necessary by the committee.

Secretarial & Office

Finance	<i>Short and long term planning of finances consistent with appropriate standards and approved goals and budgets (e.g., cash flow management)</i>	Club	Only if deemed necessary by the committee.
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Business Planning	<i>Develop and implement an annual Business Plan to measure operations and provide insight to stakeholders</i>	Club	Only if deemed necessary by the committee.
Annual General Meeting (AGM)	<i>Coordinate, communicate and administer documents associated with the AGM to review previous years information and discuss direction for year ahead</i>	Club	VTA to provide Coaching & Competition reports for AGM.
Capital Improvements	<i>Administration associated with addition of a permanent structural change / restoration to the facility (e.g., lights, fencing), consulting the asset owner where appropriate</i>	Club	Only if Monash Council approval is given.
Major Capital Projects	<i>Administration associated with long term investment projects of capital assets including scope, timelines, tender of goods & services, and obtainment of necessary approvals in consultation / partnership with asset owner</i>	Club	Only if Monash Council approval is given.
Procurement	<i>Purchase of products and services in the best interests of the club and users</i>	Club	
Strategic Planning	<i>Long term mapping the future of the club and facility by setting goals, objectives, vision and values</i>	Club	Only if deemed necessary by the committee.
Funding	<i>Planning for, researching and writing funding applications</i>	All	Successful previous grant application collaboration between OTC and VTA should continue.
Mail	<i>Daily management of letters and parcels sent by post</i>	Club	
Meetings	<i>Attend and contribute to regular meetings between relevant parties as required</i>	All	As appropriate, depending on the meeting.

Stakeholder Management

Council Engagement	<i>Proactive relationship management with Local Council (e.g., inviting to open days, consultation during strategic planning)</i>	Club	
Asset owner	<i>Proactive relationship management with asset owner (e.g., keeping up to date, reporting important or relevant information)</i>	Club	
Human Resources (HR)	<i>Manage employees and volunteers, qualifications, registrations, recruitment, rosters, performance and development</i>	All	Club – volunteers. VTA – coaches.

Subscriptions & Licenses

Liquor Licence	<i>Comply with responsible service of alcohol requirements and maintain correct permit(s)</i>	Club	
Member Association Affiliation	<i>Maintain up to date affiliation with the State Member Association</i>	Club	