**OLD LOUGHTONIANS HOCKEY CLUB LIMITED**

**GENERAL MANAGER - MEMBERSHIP RESPONSIBILITIES**

This note is intended as a preliminary guide to explain the role of the general manager in dealing with the key task of:

**“management and administration of membership records and payments”**

as well as supporting the membership secretary generally.

**Primary role**

**The role of the membership secretary** primarily covers:

(a) planning and agreeing the membership structure and fees for each season;

(b) assisting with recruitment initiatives (led by the men’s and ladies club captains and director of coaching);

(c) advising members on membership categories, initiatives and registration;

and

(d) being a member of the management committee and helping to run the club and dealing with membership specific issues.

**The role of the general manager** as regards membership primarily includes:

1. administering the membership register on the website and on SAGE and ensuring both remain up to date;
2. assisting members with registration and payment;
3. collecting and recording membership fees;
4. monitoring who is playing and needs to be registered/pay;
5. advising the membership secretary and treasurer on who has not paid or registered;
6. briefing captains, coaches and managers on who is registered and eligible to play; as well as
7. liaising with members to find out why they have not as yet registered or paid and to help them do so.

**Website**

The principal membership records are on the club website. That is the definitive list of members of Old Loughtonians Hockey Club Limited.

The general manager keeps a separate list on the SAGE software platform for monitoring payments and preparing accounts.

All new members are invited to register online and all existing members are invited to renew online. Payment can be made online through the website or directly to the club office.

The Clubbuzz reporting tools enable us to monitor who has registered but not who has paid.

It is the role of the general manager to monitor who has registered and paid and to provide weekly reports and to follow up if members have not registered or paid.

**Practicalities**

These are the key steps involved.

**AGM**

At the annual general meeting of the members of the club (in July), the membership secretary presents his report for the previous season and his recommendations for the next.

The membership categories and fees will then be agreed.

The terms of membership are on the Constitution and policies page

<http://www.oldloughtonians.co.uk/constitution_and_policies> and on the Membership page

<http://www.oldloughtonians.co.uk/membership_form>

The new terms for the new season will need to be loaded onto both pages and the text for the Membership page will need to be updated for the new season. This has been done by the membership secretary annually as it relates to membership structure.

**Updating website**

During July and August it is necessary to prepare the membership details on the website for the new season. This is a vital administrative task for the general manager.

**Membership categories**

Each member is assigned a “Member category”, for example “Adult”, “Colt” or “Mini”. This determines what they pay. It may be necessary to guess some of the categories where there is more than one family member (for example “Colt with family discount”) as one or more family member may be entitled to family discounts if everyone is playing again.

First (after the new rates have been agreed by members at the AGM) the rates attributable to each member category need to be updated. Here is the link to the page.

<https://olhc.clubbuzz.co.uk/admin/categories>

Then, each member needs to be reassigned to his or her correct category.

<https://olhc.clubbuzz.co.uk/admin/members/categories>

**Messages**

The membership renewal date is 1 September. In anticipation of that date each member will receive reminders to renew. These reminders are based on templates which need to be made bespoke to the new season.

<https://olhc.clubbuzz.co.uk/admin/club_email_templates>

Although this is an administrative task it is one which the membership secretary has completed since membership registration was online.

**Squads**

The team squads also need to be updated each year on the website.

Each Mini and Colt needs to be reassigned to the correct u8, u10, u12, u14, u16 or u18 squad. Colts may become Youth members and Youth, members may become Adults. Membership categories and fees then flow from that assignment. This is the link to the main teams page.

<https://olhc.clubbuzz.co.uk/admin/teams>

Click on each team and then “Playing members” to allocate players.

The adult team squads will also need to be amended but this would be managed by the men’s and ladies captains.

**Pre-season**

As of two seasons ago we introduced incentives for members to register early and get an early payment discount.

During August and September members will ask for guidance on membership fees. It is initially time consuming but worthwhile getting the bulk of members registered and paid by September rather than April! The general manager can deal with most enquiries but the membership secretary may need to be consulted if there are questions of policy or the need for specific arrangements (for example in the event of hardship).

The rates before 30 September will incorporate the early payment discount. On 30 September the figures on the member categories page will need to be amended to reflect the full fees.

<https://olhc.clubbuzz.co.uk/admin/categories>

This is a task for the general manager although done by the membership secretary for the last few years.

**Reporting**

An important element of the membership role is letting captains, coaches and managers know who has registered/paid and is eligible for selection.

During August and September weekly messages should be sent to each captain/coach/manager to let them know who is eligible and who still needs to register/pay.

This is all straightforward and an administrative task for the general manager although carried out by the membership secretary for the last few seasons.

**Selection, notification and reporting**

Each fixture for each team is on the club website and used for selection purposes.

<https://olhc.clubbuzz.co.uk/admin/match_selections>

After the match the result and match report can be added. <https://olhc.clubbuzz.co.uk/admin/match_records>

The membership secretary and general manager can see who has played and make sure they are registered. If records are not completed online then the captain needs to submit a separate team sheet so that the membership secretary/general manager can see who played and if necessary follow up.

**Registered to play**

The website reporting tool (<https://olhc.clubbuzz.co.uk/admin/reports> ) allows the membership secretary and general manager to see who has registered but not who has paid. The general manager just needs to copy and paste each report into an email to each captain/manager and club captains, highlight who has not registered and who is eligible to play and ask the captain/manager to remind the player to register.

If a member has not paid they will show as “Late” and then “Lapsed”. If they decide not to play then they must be “unregistered”. Inevitably some members ignore all reminders and even personal email messages. If in doubt the membership secretary or general manager should ask the captain or manager whether the player is training and if not deregister him/her or mark him/her as ineligible to play (by Omission) pending registration/payment so that the captain/managers knows not to pick them.

**Payments**

After 30 September members have to have paid as well as registered if they want to play. The general manager has access to the details of who has paid as has the treasurer. The membership secretary does not. The payment report on the website cannot be relied on unless and until the general manager has reconciled payments.

Payments made by cash, cheque, direct bank transfer or credit card may not automatically be shown on the member’s page and it is the general manager’s role to check all payments which arrive and then update member pages to show that they have paid. She would also check that the correct payment (reflecting the member category) has been received. The accounts themselves recording membership payments are kept on SAGE in the office.

**Mini members**

New Mini members register with the Mini registration desk on a Saturday morning. The Mini registration co-ordinator (a volunteer role) can add the names of new members to the online register and lets the general manger and membership secretary know who has been added. The default member category for all juniors is Colt. Mini members must be moved to the correct member category on the website and also added to the correct Mini squad. This is an administrative task for the general manager on a Monday morning.

Mini members have a four week introductory trial period. They must be registered in that period but need not pay until afterwards. The Mini co-ordinator writes to each parent explaining what is needed and triggers an invitation to register and the general managers then collects the payment when due.

**New members**

Prospective new members may contact the club as Applicants on the website

<https://olhc.clubbuzz.co.uk/admin/applicants>

Someone from the club (depending on whether the applicant is male, female, colt or mini or vet) will contact the applicant and explain about training and copy in the membership secretary who can then explain the membership process to them and send them an invitation to register. This is something the general manager could do as well but has not done to date.

If it is part of the way through the season then the membership secretary may want to agree a discount.

**Special arrangements**

The club pays for some players and coaches. There are appropriate member categories.

All volunteer coaches and managers must be registered as a social member if they are not playing. They do not pay but must be registered and are subject to safeguarding requirements which the Welfare Officer deals with.

All special arrangements are on the membership terms.

In cases of hardship the membership secretary should speak to an appropriate captain or manager or club captain and see what can be arranged.

**Getting players on the pitch**

Although some members think the membership secretary is only interested in getting people to pay that is the least important aspect. The prime driver is to help the club captains and other volunteers get their teams out week in week out.

Both the membership secretary and general manager should be available, be flexible, be polite and friendly but also be firm. Most captains and managers and coaches are fantastic and will help get a player registered and paid up and will explain what needs to be done.

Players and parents should be told politely but firmly what they need to do and why. People do not expect to join for free and will generally be grateful for being told what they need to do quickly and unequivocally. Members cannot expect others to pay for them.

If players are not registered with the club they will not be registered to play in the relevant league or cup competition and we would be breaching rules if they played.

The club insurance only applies to members. From a safeguarding perspective the club cannot allow unregistered players to train or represent the club.

All members should be treated equally fairly.

In conclusion, the core administrative tasks for the general manager are;

1. monitoring and updating the principal membership records on the club website;
2. sending invitations to members to register;
3. collecting payments;
4. reconciling payments with registrations;
5. keeping the records on the SAGE software platform up to date and reconciling them with the online register;
6. in conjunction with the membership secretary advising members on membership terms and the registration process;
7. during July and August preparing the membership details on the website for the new season by updating the fee rates for each member category and then assigning each member to the correct member category on the website;
8. liaising with the membership secretary to ensure the email templates for the new season are updated;
9. assigning each Mini and Colt to the correct u8, u10, u12, u14, u16 or u18 squad;
10. dealing with enquiries about membership;
11. on 30 September amending the fee figures on the member categories page to reflect the full fees;
12. during August and September sending weekly messages to each captains/coaches/managers to let them know who is eligible and who still needs to register/pay (by simply copying and pasting reports into an email to captains/managers and club captains, highlighting who has not registered and who is eligible to play and asking the captain/manager to remind the player to register);
13. if online match records are not completed then checking physical match sheets instead for new players;
14. deregistering any member who has not registered or paid on time or marking him/her as ineligible to play (by Omission) pending registration/payment so that the captain/manager knows not to pick them;
15. after 30 September circulating weekly lists to captains/managers (as in (l)) showing who has not paid (whether or not in full or by missing a standing order payment) as well as not registered;
16. moving Mini members to the correct member category on the website and adding them to the correct Mini squad;
17. where appropriate writing to parents of Mini members to explain the four week introductory trial period and that they must be registered in that period but need not pay until afterwards;
18. responding to applicants;
19. reissuing invitations if they have expired (14 days after the date of the previous invitation);and
20. treating all members equally fairly and proactively supporting the membership secretary on all administrative tasks.