

Club manager Job Description

A free job description template for the Clubs industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This club manager job description template is designed to reflect Australian workplace standards and club industry practices at the time of publication. Confirm the applicable modern award for your club and ensure compliance with all relevant employment, liquor-licensing and gaming laws.

1. Position overview

A club manager runs the day-to-day operations of a registered or licensed club, overseeing bar, gaming, food and functions, leading the team, controlling budgets and revenue, and ensuring the club meets its liquor, gaming and workplace-safety obligations. The role blends commercial leadership with hands-on operational management and strict compliance responsibility.

In Australia, club managers are covered by the Registered and Licensed Clubs Award 2020 (MA000058), which includes dedicated club manager classifications, typically at the higher levels of the structure depending on the size of the club and scope of responsibility.

This template provides a foundation for creating clear, compliant job descriptions that attract capable club leaders while setting appropriate expectations for the role. Once hired, help your manager run rosters and control wage costs with rostering software.

2. Key responsibilities

Operational management

Overseeing daily operations across bar, gaming, bistro and functions, ensuring service standards, opening and closing procedures and a well-run venue for members.

People leadership

Recruiting, training, rostering and supervising staff across departments, managing performance and building a positive, member-focused team culture.

Financial control

Managing budgets, wage costs, stock, pricing and revenue targets, and reporting financial performance to the board or committee.

Compliance and licensing

Ensuring the club meets liquor-licensing, gaming, responsible-service, work health and safety and Fair Work obligations, and maintaining accurate records.

Member experience

Driving membership growth and retention, handling member feedback, and planning events, promotions and functions that support the club's purpose.

Board and stakeholder reporting

Working with the board or committee, preparing reports and implementing strategy, policies and capital projects agreed by the club's governance.

3. Skills and attributes

- Leadership: Ability to lead, motivate and develop a multi-department team across bar, gaming, kitchen and functions.
- Commercial acumen: Strong budgeting, wage-cost control and revenue management skills to keep the club financially healthy.
- Compliance knowledge: Sound understanding of liquor, gaming, WHS and Fair Work obligations, and how to keep the club compliant.
- Communication: Clear communication with staff, members and the board, including reporting and handling difficult conversations.
- Problem solving: Practical decision-making under pressure across operations, staffing and member issues.
- Strategic thinking: Capacity to plan for membership growth, events and long-term improvement of the club.

4. Qualifications and requirements

The qualifications for club manager positions combine mandatory licensing certifications with management experience. Some requirements are mandatory, while others are preferred or desirable.

- Responsible Service of Alcohol (RSA) (required) — A current RSA certificate is required to manage a licensed venue
- Responsible Service of Gaming (RSG) (required) — Required where the club operates gaming machines, TAB or Keno
- Working rights (required) — Eligibility to work in Australia
- Management experience (required) — Proven experience managing a club, pub, hotel or hospitality venue
- Approved manager / licensee training — State-specific approved-manager or licensee qualifications may be required depending on jurisdiction
- Hospitality or business qualification — A qualification in hospitality management or business is advantageous but not essential

5. Working conditions

- Full-time role with evening, weekend and public-holiday work in line with club trading
- On-call responsibility for operational and compliance issues
- Mix of office-based administration and hands-on venue floor time
- Accountability for licensing, gaming and workplace-safety compliance
- Reporting to a board or committee

- A club manager laundry allowance and vehicle allowance may apply under the award

6. Award information

Registered and licensed clubs award 2020

Club managers in Australia are covered by the Registered and Licensed Clubs Award 2020 (MA000058), which includes dedicated club manager classifications. This modern award sets minimum pay rates, allowances and conditions for club staff across all streams. View current Clubs Award pay rates.

The award uses a shared Introductory + Level 1–5+ structure, with club managers classified at the higher levels depending on the size of the club and scope of responsibility. Because managers often work above ordinary hours, confirm whether an annualised salary arrangement or an enterprise agreement applies. Use award interpretation software to verify pay against award minimums.

Allowances and conditions

Under MA000058, club managers may be entitled to a laundry allowance of around \$10.27 per week and a vehicle allowance of around \$1.01 per kilometre where they use their own vehicle for club business. Weekend, public-holiday and evening loadings apply to award-covered hours: Saturday 150%, Sunday 175% and public holidays 250%.

Many clubs pay managers an annualised salary that must always meet or exceed what the award would pay for the hours worked. Confirm the current rates and allowances that apply to your club and keep records to demonstrate compliance.

7. Frequently asked questions

About the role

Q: What does a club manager do?

A club manager runs the day-to-day operations of a registered or licensed club, overseeing bar, gaming, food and functions. They lead and roster staff, control budgets, stock and wage costs, drive membership and events, and ensure the club meets its liquor, gaming, work health and safety and Fair Work obligations. They typically report to a board or committee and combine commercial leadership with hands-on operational management.

Q: What award covers club managers in Australia?

Club managers are covered by the Registered and Licensed Clubs Award 2020 (MA000058), which includes dedicated club manager classifications. Many clubs pay managers an annualised salary that must always meet or exceed the award. Some clubs operate under an enterprise agreement — always confirm which instrument applies before setting pay.

Q: What classification level should I use for a club manager?

Under the Clubs Award, club managers are classified in dedicated club manager grades at the higher levels of the structure, with the level reflecting the size of the club and the scope of responsibility. Because managers often work beyond ordinary hours, confirm whether an annualised salary applies and check it against the award. See our Clubs Award pay rates guide.

Q: What allowances apply to club managers?

Under the Clubs Award, club managers may be entitled to a laundry allowance of around \$10.27 per week and a vehicle allowance of around \$1.01 per kilometre where they use their own vehicle for club business. Confirm the current amounts against the Fair Work pay guide, as they update each July.

Qualifications

Q: What qualifications does a club manager need?

A club manager typically needs a current RSA certificate and, where the club has gaming, an RSG certificate, plus proven management experience in a club, pub, hotel or hospitality venue. Some states require an approved-manager or licensee qualification. A hospitality-management or business qualification is advantageous but not essential. Confirm the specific licensing requirements for your jurisdiction.

Q: Does a club manager need an approved-manager or licensee certificate?

It depends on your state and the club's licence. Many jurisdictions require the person responsible for a licensed venue to hold an approved-manager or licensee qualification. Check with your state liquor and gaming regulator, and make the requirement clear in the job description so candidates understand what they must hold or obtain.

Q: What experience should I require for a club manager?

Look for proven experience managing a licensed venue — ideally a club, pub or hotel — with a track record in people leadership, wage-cost control, compliance and member or customer service. Board-reporting experience is valuable for larger clubs. Set out the essential vs preferred experience clearly to attract the right candidates.

Q: What qualifications should I require vs prefer for a club manager?

Mandatory requirements usually include a current RSA, an RSG where gaming is operated, working rights in Australia and management experience. Preferred qualifications include a state approved-manager or licensee certificate and a hospitality-management or business qualification. Being clear about essential vs desirable requirements helps you attract experienced candidates without narrowing the pool unnecessarily.

Employment

Q: Should a club manager be salaried or paid award rates?

Many clubs pay managers an annualised salary rather than hourly award rates. If you do, the salary must always meet or exceed what the Clubs Award would pay for the actual hours worked, including weekend, public-holiday and evening loadings. Keep records of hours to demonstrate the salary covers the award, and reconcile regularly.

Q: What penalty rates apply to club managers?

For award-covered hours, Saturday work is paid at 150%, Sunday at 175% and public holidays at 250% under the Clubs Award (MA000058), with evening and late-night loadings Monday–Friday. Where a manager is on an annualised salary, these are absorbed into the salary, which must still meet the award overall. Use award interpretation software to check compliance.

Q: What should I include in a club manager employment contract?

Key elements include: position title and classification, employment type, remuneration (salary or award rates) and any allowances, reporting line to the board or committee, main duties and responsibilities, licensing requirements such as RSA and RSG, and any on-call expectations. Use our digital employment contracts to simplify this process.

Rostering

Q: How can a club manager control wage costs?

A club manager controls wage costs by building rosters against live labour budgets, matching staffing to member demand across bar, gaming and functions, and avoiding unnecessary overtime and over-staffing. Rostering software shows wage cost as the roster is built and flags issues before shifts are published, which is one of the biggest levers a manager has on profitability.

Q: How does a club manager stay on top of compliance?

Use HR software to track staff RSA, RSG and other certifications with expiry reminders, award interpretation to apply the correct Clubs Award rates automatically, and accurate time and attendance records. Together these reduce the risk of underpayment, expired certificates and record-keeping gaps.

Q: How far in advance should managers publish rosters?

Award and agreement roosting rules vary, so confirm the notice period that applies to your club. As a general practice, publishing rosters at least 7 days in advance gives staff visibility of their shifts and reduces last-minute changes. See our guide on how to roster club staff for practical steps.

Q: How does a club manager handle multi-department roosting?

Roster by department — bar, gaming, bistro, functions, reception and grounds — matching certified staff to each area and balancing coverage against trading patterns. Using roosting software with department views and live wage costs makes it far easier to coordinate a multi-department club than spreadsheets, especially around events and busy periods.