

iv. Club House Manager

QF Level	Job Title	Club House Manager
5	Job Descriptions	Formulating the financial budget of the club house, planning to update and enhance the facilities of the clubhouse and make continuous improvements, formulating the club house codes of conduct, planning as a whole on the management of the club house's customer relationship, planning the club house's human resources and training, staff performance evaluation plan, planning the outsourcing contract, quality assessment and management plan, planning as a whole on tendering and procurement, and supervising the application and quality standards of various Licenses, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	<b>Management of the Environment of a Property</b>			
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
	Management of Outsourcing	Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	110450L5	6
BM	<b>Repair, Maintenance &amp; Improvement of a Property</b>			
	Improvement & Enhancement of System & Installation	Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	6

<b>OS</b>	<b>Property Management Services for Owners, Tenants &amp; the Community</b>			
	Insurance Arrangement & Risk Management	Devise and develop insurance coverage and terms of the policy	110488L5	3
	Quality Management	Formulate the procedure of quality management and plan on related accreditation scheme	110492L5	6
	Shopping Centre, Cultural, Recreational & Community Activities	Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	110498L5	6
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
<b>FM</b>	<b>Facility Management relating to a Property</b>			
	Club House, Cultural & Recreational facilities	Plan the improvement and enhancement programme for club house, cultural and recreational facilities	110520L5	6
		Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house	110524L5	3
<b>LW</b>	<b>Law in Practice relating to a Property</b>			
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of	110557L5	6

		contract		
<b>FN</b>	<b>Finance and Asset Management relating to a Property</b>			
	Daily Income & Expenditure	Monitor financial and leasing income and expenses	110569L5	6
	Asset Management & Financial Control	Formulate annual budget, arrange account audit and plan on asset management	110575L5	6
	Procurement & Tendering	Plan as a whole on the arrangements on procurement and tendering	110580L5	6
<b>HR</b>	<b>Human Resources Management relating to a Property</b>			
	Human Resources Planning, Recruitment and Training	Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Teamwork & Leadership	Formulate the plan on continuous improvement on the teams' services standard	110597L5	3
	Occupational Health & Safety	Formulate the standards and guidelines on occupational health and safety	110603L5	6
			<b>Total Credit:</b>	<b>84</b>