

Working for *Edgbaston Priory Club*



www.edgbastonpriory.com



Our Purpose

To preserve this inspiring space as a private members' club, building upon our proud heritage and achievements in racquet sport and providing modern fitness and leisure facilities for current and future generations to enjoy.

“It's a beautiful place to work and the Members are great, each and every one of them is unique and special and without them the club would be a very boring place.”

Sue, Systems Administrator

Our heritage

The Club as we know it today was formed in December 1964 as a result of a merger between two very long established clubs: Edgbaston Cricket and Lawn Tennis Club founded in 1878, and Priory Lawn Tennis Club founded in 1875.

This merger came about in May 1963 when a disastrous fire completely destroyed Priory's clubhouse - hence the Club's logo is a phoenix rising from the ashes.

Many legends of tennis have graced the Club's courts over the years. The first Wimbledon ladies singles winner, Maud Watson, was a member of Edgbaston Cricket and Lawn Tennis Club. She brought the Wimbledon trophy back to Birmingham with her name engraved on it in 1885. It is this trophy which successive winners of the Classic Birmingham have held aloft ever since 1982.

King's Heath born, Ann Jones, a life member of the Club enjoyed a glittering tennis career, winning Wimbledon in 1969, two French Open singles titles, and reaching six other Grand Slam singles finals. Ann went on to play an active role in the Club, mentoring young players and refereeing tournaments. It was she, with the support of the LTA, who brought the Edgbaston Cup, now known as the Classic Birmingham, to the Club in 1982.



In honour of her contribution to the Club and to the game of tennis, our new centre court which opened on 9th June 2013, was named after her, ensuring her name is forever associated with Edgbaston Priory Club.

The Club has also been at the forefront of the development of squash and regularly hosts major tournaments, including the English Club Championships, the National Racketball Championships and the English Junior Nationals.

Our state-of-the-art fitness suite is also no stranger to the world's top athletes, with Olympians Sally Gunnell and James Cracknell officially opening the suite in 2013.

Our Vision

To deliver an exceptional membership experience which promotes racquet sport and wellbeing.

The Club *Today*

Edgbaston Priory Club is a very different place today than it was in the 1880s. A multi-million pound redevelopment of the Club completed in 2013 offers members an outstanding environment in which to play racquet sport, keep fit, swim, relax and socialise.

Set in 14 acres of beautiful grounds just five minutes from Birmingham's vibrant city centre, the Club now boasts 32 tennis courts offering a variety of playing surfaces, including a new six-court indoor tennis centre and the Ann Jones Centre Court which hosts international tournaments such as the Classic Birmingham.

There are also 10 squash courts, heated indoor and outdoor swimming pools open all year round, an outdoor spa, and a fitness suite, including a gym and exercise studio, that enjoys panoramic views over the grounds.

The new clubhouse opened in 2013 offers members luxurious new changing rooms together with a sports bar, outdoor patio area, bistro, family lounge area and private function suite for private and club functions, catering for up to 120 people.

It is these world-class facilities combined with a prestigious history and welcoming, friendly service that attracts so many new members and exponents of tennis and squash to the Club.

You will be joining a team that is dedicated to delivering exceptional experiences to all our Members and visitors to the Club.



Our Mission

To achieve our vision we have set out five key objectives. It is our mission to:

- Tailor our member and junior activities to ensure value
- Attract and retain the best staff to deliver exceptional member experiences
- Work with local communities to inspire future generations of racquet sport players
- Fulfil our partner commitments to attract world class athletes and tournaments
- Generate sufficient operating surpluses to maintain and invest in our facilities

Each department has their own ambitious development plan which is contributing towards achieving these objectives. As a member of staff you will play a vital role in delivering your department's development plan.

You will have your own personal development plan which will include your own personal targets and a comprehensive training programme will inspire and support you to achieve your goals.



“ I am proud to work for this prestigious Club. The product that Edgbaston Priory Club offers is exceptional, with real member focus and focus towards investing in people. Every day is never the same; there are continual challenges and projects.

Matt, Finance Officer

“ The Club is a friendly atmosphere; I enjoy the challenge and learning experience. Staff and members are very nice and positive towards me. The facilities are second to none.

Samir, Housekeeping

“ I like working for the Edgbaston Priory Club because it's a small business where everyone on all levels works under one roof, giving it that family feeling. I work in a strong team and everyone helps out during busy times.

Lucy, Reception

Our Values

We undertook a survey with Members to find out what behaviours and qualities they wanted staff to demonstrate. Using their feedback, we have identified four key values:

Welcoming

Demonstrates a welcoming and friendly attitude to all members and colleagues. Creates a positive environment within the Club team, treats everyone with respect and is always ready and willing to help others and to deliver great service.

Competent

Demonstrates a thorough understanding of the facilities and services the Club offers to its members. Keeps abreast of current events, promotions or changes in the day to day operation of the Club. Knows their role, commits to the Club's training programmes and demonstrates the general skills they are required to develop as a result of these programmes.

Demonstrates continual self-improvement and is knowledgeable about the latest developments within their sector. Performs to a professional standard at all times.

Member Focused

Builds and maintains good relationships with members and understands and anticipates their needs; takes action to address these and exceeds members' expectations.

Pro-active

Exhibits a 'can do' attitude at all times. Recognises situations where there is a need for a prompt response and acts in a timely manner. Willing and able to adapt and shows flexibility when necessary to maintain excellent service.

We have developed service delivery blueprints which embody these core values for key areas of the Club.

You will receive training and support to inspire you to deliver exceptional facilities and services for our Members and in your annual reviews you will be expected to demonstrate how you are delivering these core values.

COME AND JOIN US

In working for Edgbaston Priory Club, you will be joining a team who are inspired every day to work hard to achieve ambitious targets that will deliver exceptional experiences for our Members.





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