

Job Description

V5

Job title **-General Manager**

Main purposes of job

The position will have executive responsibility for all aspects of the business in person or through staff, contracted professionals and volunteers. This will include participating in the highest level of management of the Club with the Board of Directors, Management Committee and Main Committee Chairs.

Key tasks

1. Develop and execute strategic plans for the club's growth and success.
2. Develop and implement membership recruitment and retention strategies.
3. Ensure exceptional customer service is provided to all members and guests.
4. Develop and deliver a modern and effective marketing strategy.
5. Manage the delivery of a thriving Club Shop
6. Foster positive relationships with members, vendors, and the broader community.
7. Develop and periodically review a comprehensive library of documentation for the governance and operation of the business.
8. Provide administrative support to the Directors in the general management of the business.
9. Provide administrative support to sections and committees.
10. Supervision and line management of Head Greenkeeper, Bar and Catering Manager, Office Staff, Cleaner, Handyman and Shop Team
11. Procurement and supervision of contracted services e.g legal, accountancy, Health and Safety
12. Prepare for succession and deliver induction briefings for all incoming senior staff, officers and management committee members.

Key results/objectives

1. Effective and efficient delivery of management across the business.
2. High standards of performance management of staff, volunteers and service providers
3. Financial efficiency of all aspects of the business
4. Maintenance of an effective codification of management systems reviewed to be current and workable.
5. Support to Directors to enable them to undertake a strategic role.

Responsible for...

1. Line Management of Head Greenkeeper, Bar and Catering Manager, office staff, cleaner, handyman, shop team

Reporting to...

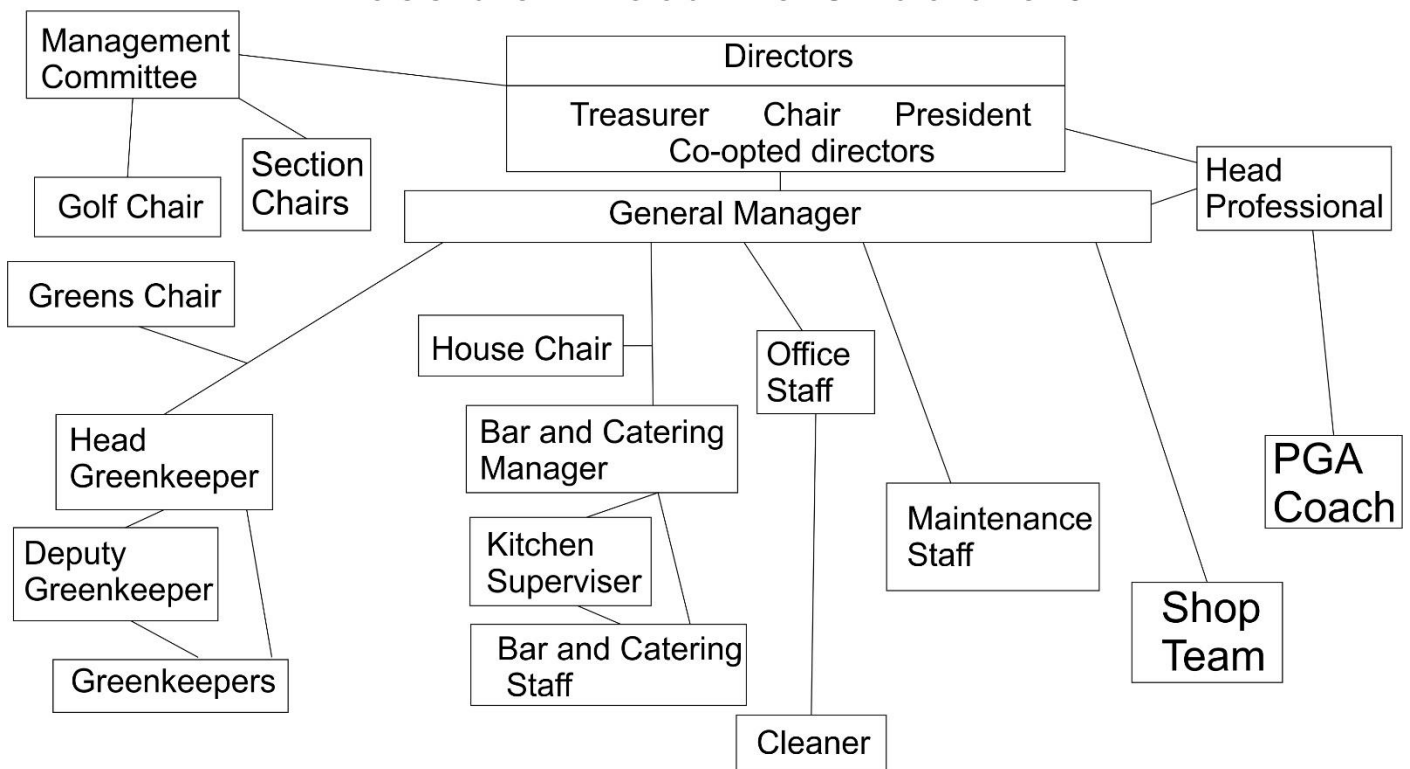
1. Board of Directors, with Chairman as Line Manager

Liaison with...

1. Management Committee, including Committee and Section Chairs, Captains, Section Officers and Sub-Committee Chairs
2. Head Professional and PGA Coach
3. Volunteer members of sub-committees

Proposed Management Structure

Retford Golf Club Possible Executive Structure 3



Person Specification

Essential Skills

- Qualification in Golf or Business Administration, Hospitality Management, or a related field.

- Significant experience in golf club management or a related field.
- Exceptional interpersonal and team building skills
- Financial management experience, including budgeting and reporting.
- Ability to develop and execute strategic plans.
- Strong customer service skills and a commitment to member satisfaction.
- Knowledge of golf course maintenance and turf management.
- Experience with event coordination and food and beverage operations.
- An appreciation of golf and the traditions/expectations of a members' club.
- Leadership, good interpersonal and people management skills with a 'hands on' & 'can do' attitude.
- High level of IT literacy and communication skills, including social media. The Club uses Sage Accounts, and Club Systems V1.
- Sound financial and commercial acumen.
- Working knowledge of employment law, licensing law, health & safety legislation and risk management.
- Willingness to work flexible hours to meet the demands of the position.
- Commitment to the future success and sustainability of Retford Golf Club

Desirable Skills:

- Experience of golf retail management
- Experience of business administration and governance.
- A University/College/PGA recognised qualification.
- Willingness to undertake further specific training in Golf Club management such as offered by Golf Club Managers Association <https://www.gcma.org.uk/diploma/>
- Sound knowledge of the Rules of Golf and the World Handicapping System.
- Clean driving licence.
- Knowledge of website content management.
- Experience of property management.
- Experience of business marketing

Employment Terms and Conditions

- The post is offered on permanent employee terms subject to a 6 month probationary period.
- Salary will be negotiated dependant on skills and experience.
- Place of employment will be at Retford Golf Club, Brecks Road, Ordsall, Retford and occasionally elsewhere. A limited amount of home working might be possible.
- Hours of work will generally be 40 hours per week over 5 days out of 7. Overtime only by prior agreement.
- The position will be offered with statutory minimum requirements for pension, holiday and sick pay.