

## St. Mellons Golf Club (1964 LTD) General Manager Role Profile

|              |                                |
|--------------|--------------------------------|
| Job Title    | <b>General Manager</b>         |
| Location     | St. Mellons Golf Club, Cardiff |
| Reporting To | Board of Directors             |

---

### Job Purpose

To manage, lead, motivate and support a team of individuals responsible for the day to day running of the Club in line with current Club policies ensuring full compliance with relevant legislation. As General Manager you will have executive responsibility for the effective and efficient running of the Club, including managing all the staff, administration including finances, the course and premises. You will work closely with the General Committee to ensure the strategic direction of the Club is adhered to and achieved.

### As General Manager you will:

- Inspire all employees working within your area through the provision of a stimulating and challenging environment that recognises achievements, promotes effective communications and develop individuals to achieve their maximum level of performance.
- Comply with the Clubs financial governance requirements.
- Implement appropriate metrics to measure performance of teams and individuals to ensure a best in class service that can demonstrate value for money is delivered to members.
- Work collaboratively with the General Committee to ensure the Club's business plan is delivered.
- Develop strong relationships with all internal and external stakeholders, including the General Committee, Wales Golf and Golf Clubs Managers Association.
- Identify and deliver further efficiency savings against the department's financial plans.
- Ensure the Clubs interests are protected at all times and that risks to the business are managed.

### Key Accountabilities

**Administration and Support Services** - Ensure the efficient and effective management of the Club's administration. This will include but isn't limited to:

- Managing the provision of office services including all staffing, office machinery and supplies.
- Promote the development of the Club, overseeing the Club's marketing and communications.
- Managing membership records ensuring full compliance with GDPR.
- Ensure that the Golf Professional provides support and services to the Club and its members in line with the Service Level Agreement in place.
- Maintain a system for processing membership applications in accordance with membership category limitations.
- Performance management, training and development of direct reports in accordance with all Human Resource policies and procedures, including regular contact, one to one meetings and performance reviews.
- Carry out other duties as required by the business.

**Financial Management** – To ensure the Club’s financial procedures and records are properly maintained and adhered to. This will include but isn’t limited to:

- Regular liaison with the Club Treasurer.
- Ensure that proper accounting records relating to the Club are always maintained enabling the Club’s financial position to be ascertained at any time.
- Generate credible monthly financial reports detailing expenditure and revenue as required by the Committee.
- Ensure that robust financial processes and procedures are in place regarding all financial transactions including bank accounts, cash and dealing with creditors and debtors. These procedures should be properly documented and reviewed regularly.
- Manage expenditure in line with budgets.
- Organise payment of staff salaries and properly account for any PAYE and NI contributions.
- Ensure tax implications are adequately managed that VAT and Corporation Tax reporting and liabilities are dealt with.
- Liaise with the Club’s Accountants and Auditors ensuring the annual accounts are prepared and audited.

**Clubhouse and Premises** – To ensure that the clubhouse and other premises are effectively managed and that the bar and caterings services are provided in line with Club policies. This will include but isn’t limited to:

- Work closely with the Head of House Director to develop a robust business plan to grow the bar and catering turnover.
- Manage the Club’s premises ensuring they are kept clean, properly maintained and all necessary services are provided.
- Oversee the management of the bar and catering staff working closely with the Club Steward and ensuring compliance with all Statutory and Local Government regulations.
- Regularly review bar and catering prices to ensure competitive pricing for members.
- Advise the Committee of any necessary capital expenditure and to oversee any work required.
- Ensuring adequate insurance cover for all buildings, contents, public liability and indemnity protection.

**Course and Land** – To ensure the course and equipment used to maintain the course is serviced in line with Club policies. This will include but isn’t limited to:

- Work closely with the Head Greenkeeper and Director of Greens to develop a robust business plan to maintain and develop the course.
- Identify course improvement plan together with budget requirements.
- Develop a medium to long term replacement plan for all major items of machinery and equipment.
- Oversee the management of the Greenkeeping staff working closely with the Head Greenkeeper.
- Ensure that all safe working practices are in place, used, regularly reviewed and where required that Risk Assessments are carried out and actioned.

**Competitions** – Support the Head of Golf Director in the organisation and administration of all Club competitions and matches.

| Experience, Qualifications and Skills   | Assessment Method |   |  |
|---|-------------------|---|--|
|   | A                 | I |  |
| Professional qualification and education to degree level or equivalent.   | X                 |   |  |
| Knowledge and experience of golf club management with a proven track record in business process.                      | X                 |   |  |
| An excellent communicator with strong influencing and interpersonal skills.   | X                 |   |  |
| Strong leadership and communication skills to motivate, performance manage and lead a team.                           |                   | X |  |
| The ability to develop positive and collaborative relationships with stakeholders both internally and externally.     |                   | X |  |
| Understanding of financial processes and budget setting.  | X                 | X |  |
| The ability to work with colleagues at all levels of the organisation from Directors to front line operational staff. | X                 | X |  |
| Competent in IT and computer technology.  | X                 |   |  |
| The ability to work to tight deadlines.   | X                 |   |  |

**Key:**

A – Assessed via CV

I – Assessed at interview

**Key Relationships**

**Internal**

- General Committee Members
- Head Greenkeeper
- Club Steward
- Golf Professional

**External**

- Golf Club Managers Association
- Wales Golf
- Other golf club secretaries/managers

| Competencies   | Assessment Method |   |   |
|--|-------------------|---|---|
|  | A                 | I | T |
| <b>Achievement Motivation</b> – The drive and energy to produce excellent results and to continually find ways of improving relationships  | X                 | X |   |
| <b>Adaptability</b> – The ability to maintain effectiveness with changing environments, tasks, responsibilities or people. The ability to modify one's approach or style to reach a goal.      | X                 |   |   |
| <b>Attention to Detail</b> – The ability to think strategically with the ability to analyse, understand and produce detailed information accurately that supports strategy and decision making |                   | X |   |

|   |   |   |  |
|---|---|---|--|
| <b>Communication Skills</b> – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows. | X | X |  |
| <b>Creativity/Innovation</b> - The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.                          |   | X |  |
| <b>Decisiveness</b> – The ability and readiness to make timely, practical and resource effective decisions, and to act on the conclusion reached.   | X |   |  |
| <b>Developing People</b> - The ability to set clear goals for others; to assign responsibility; to measure performance; and to seek and deliver feedback to achieve quality, timely results and enhanced individual performance.                        |   | X |  |
| <b>Influencing skills</b> - The ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to convince others; to gain agreement or acceptance of proposals or views.  |   | X |  |
| <b>Teamwork</b> - The belief in the value of synergy; the drive and ability to work with others to achieve a common goal in an optimally effective way  | X |   |  |
| <b>Leadership</b> – The ability to understand the business needs and to translate these into a shared purpose, strategy, and objectives and to motivate and inspire others to work to these. The ability to gain the respect and commitment of others.  | X | X |  |
| <b>Ownership and reliability</b> – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery.   |   | X |  |

**Application Method:**

- If you wish to apply **please submit a tailored CV to [steveand1955@gmail.com](mailto:steveand1955@gmail.com)**
- In order to assess a candidate's suitability, CVs should be tailored to demonstrate evidence in relation to the Experience, Qualifications and Skills and Competencies listed above.

**St Mellons Golf Club is an Equal Opportunities Employer**