



Job Title: Operations Manager, Cold Ashby Golf Centre

Salary: basic salary plus incentives, to be determined with the candidate.

Hours: Full-time: 40 hours per week with some weekend and evening work essential. 28 days (including bank holidays) holiday entitlement

Responsible to: CAGC Board of Directors

Responsible for: The operational management of CAGC's business operations, all staff, with responsibility for development of all areas in collaboration with staff and Board.

Job Purpose: Operational and strategic management of business, finance and social functions and the overall development of the club.

Corporate

- Be responsible for the day to day running and development of CAGC.
- Act as the finance officer to the board.
- Assist in the development and implementation of business plans.

Management

- Oversee the work of all departments and develop a management structure which recognizes their expertise and unique knowledge.
- Manage the work of administrative staff to ensure sound and effective administration of standard golf club processes, including financial matters.
- Interpret new legislation and guidance and identify the implications for CAGC and ensure compliance with appropriate regulations.

Income Generation

Alongside the Sales and Marketing Manager to increase club income across the business, through growth and diversification, ensuring that all activities are consistent with the co-operative ethos and values.

Human Resource (HR) Management

- Provide emergency absence cover if needed to ensure the centre is staffed appropriately at all times.
- Ensure that job descriptions and staffing structures continue to meet the changing needs of CAGC.
- Manage policy and processes to do with complaints, capability, staff disciplinary and staffing restructures.
- Ensure effective arrangements for human resource functions including: absence monitoring, recruitment and replacement.

Facilities Management

Ensure that the estates function is managed effectively and in accordance with the operational needs of CAGC and any regulatory requirements to ensure a high quality, safe and welcoming environment for all members and the general public.

Health & Safety

Act as Health & Safety Co-ordinator and ensure full compliance with legislation from all staff, members, contractors, visitors, etc. We recognise that training may well be needed before this role can be effectively undertaken.

SPECIAL FACTORS

- The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of CAGC
- Ensure awareness of, and compliance with, personal responsibilities and requirements of CAGC policies and procedures

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Knowledge and Skills:

- Ability to lead, manage and motivate others
- Working knowledge of IT and social media marketing
- Write and present concisely and effectively
- Willingness to acquire or good knowledge of relevant legislation (HR, H&S, GDPR)

Personal Qualities:

- Approachable, flexible, resilient and positive
- Sets high standards for self and others
- Self-starter and good team player
- Able to handle sensitive matters confidentially
- Ability to work under pressure and meet deadlines
- Strong commercial and financial acumen.
- Good interpersonal and influencing skills

Qualifications:

- Formal qualifications will be secondary to good experience and personal qualifications, but evidence of reasonable, broad academic success at post 16 level (A level or BTEC) is desirable

Application Process:

- Please send an e-mail, including covering letter highlighting your motivation for the role and relevant experience, an up-to-date CV and any other information you might consider important to board@coldashbygolfcentre.co.uk