
GENERAL MANAGER JOB DESCRIPTION

Ref: SAC/24 March 2016

A: The role

Name	
Job title	General Manager
Reports to	Chairman of Board
Employment status	Permanent

B: Job description

This is not intended to be an exhaustive or definitive list, you may be required to carry out other duties as reasonably required from time to time and similarly some duties may fall out of your role.

References in this document to “the Club” incorporate references to “the Company” (being Chobham Golf Club Limited).

1. Accountability

The General Manager (GM) is the senior full time member of staff. The GM reports directly to the Board. The usual line of communication on a day-to-day basis will be via the Chairman of the Board but on occasion directives may be channelled via any member of the Board or its sub-committees.

The Board will in the first instance have all contact with employees via the GM but there may be occasion when it may be necessary to circumvent the normal line of reporting.

The GM will have full discretion in the exercising of their responsibilities as detailed below but would be expected to escalate all issues quickly and efficiently to the Chairman and/or Board where necessary.

2. Responsibilities

The GM will be required to exercise the following duties:

1. Advising the Board in respect of and subject to the direction of the Board compliance with the Company’s obligations under the Town and Country Planning Act (including, without limitation, matters related to protected trees and restrictions on permitted activities (functions)) and the Companies Act 2006 (including but without limitation conduct of the

Company's statutory meetings, annual filing and event driven filing by reference to Companies House guidance notes GP1, GP2 and GP3 and appropriate maintenance of statutory records.

2. To ensure compliance with all prevailing statutory and local government regulations, including the Health and Safety at Work Act.
3. The day-to-day management of all Club staff. All personnel issues, appraisals of performance and dispute resolution if and when required.
4. The running and administration of the Club and its premises, within the budget as approved by the Company annually.
5. To plan and implement the delivery of appropriate and cost effective services to the membership.
6. To effectively and efficiently plan and implement the delivery of the commercial activities of the Club.
7. To oversee (on behalf of the Board) the operations of the Club Professional and the pro shop.
8. To implement any ad hoc directives from the Board from time to time as may be required.
9. To sit on the Board and to liaise with the Chairman on a day-to-day basis as required.
10. To provide a General Management report at each Board meeting.
11. To maintain and enhance the reputation of the Club.

3. Key Accountabilities

Golf Membership, Administration and Related Services

1. Manage and administer Club Membership including *inter alia* invoicing and collection of annual subscriptions.
2. To maintain appropriate systems for the processing of new membership applications.
3. Management of the refund waiting list.
4. To plan and deliver effective marketing campaigns, primarily in the pursuit of new members, green fees and outside functions for the club. The Board will set new membership and green fees targets.
5. Implement and administer a policy relating to existing membership retention.
6. To maintain the Club website for the benefit of existing members and as a potential marketing tool to attract new members.
7. To deal with all correspondence from the membership and external parties in a timely manner.

8. To organise the arrangements for visiting societies. Manage bookings so as to avoid scheduling clashes with the club diary. For all visitors, both societies and green fee players, ensure compliance with all prevailing standards of conduct, dress code and club etiquette.
9. Organise, prepare for and attend Annual, Extraordinary General and all business Meetings of the membership.

Clubhouse and Commercial Activities

1. To manage the provision of all Club systems (including computers and telephones) and office services relating to the routine operation of the club, but excluding those computer systems managed directly by the recognised Committees of the Club.
2. In collaboration with the Clubhouse Manager, manage the club's premises in terms of routine maintenance of the fabric of the building and its contents, including cleaning, security systems, and the like.
3. To ensure and maintain the Club's registration with the Licensing, Gaming, Lotteries and Amusement Acts, including obtaining all necessary licences and permits.
4. Manage and implement recommendations of any Health and Safety Report.
5. To ensure adequate insurance is in place.
6. To maintain good relations with other clubs, the County Union, SLCGA and the EGU.
7. To maintain effective relations with the local authorities, and local press, ensuring adequate coverage of Club activities is given, and the Club's interests are properly represented.
8. To monitor and implement, where relevant, developments in golf club management, and advise the Board accordingly.
9. Review management figures with the Clubhouse Manager to consider any areas of under-performance and implement any remedial action required.

Financial Accounting and Management

1. To sit on the Finance Committee and to liaise with Chairman of Finance on a day-to-day basis, as required.
2. In consultation with the Chairman of Finance, to prepare and present annual financial budgets within the financial policies as determined by the Board.
3. To ensure the production of monthly P&L accounts, balance sheets, and budget reports as required, for presentation to the Finance Committee and Board.
4. To maintain efficient accounting systems and records, ensuring the preparation of trial balances for year-end audits, and liaising with the external accountants as required.

5. To manage and control all aspects of cash and banking, including the provision of robust control mechanisms, with the exception of those accounts administered by the recognised Committees of the Club.
6. To oversee and ensure that the Finance Manager, calculates and pays staff salaries/wages, accounting for PAYE and National Insurance.
7. To ensure that the Club's Inland Revenue and Customs & Excise responsibilities and liabilities are dealt with in an effective and timely manner.
8. To ensure the Finance Manager discharges the Club's liability through the timely paying of all invoices and accounts.
9. To oversee the responsibilities of the Clubhouse Manager in relation to the bar and catering.
10. To report to the staff any Board and Finance Committee requirements at regular group meetings in order to maintain good relations between the various departments of the club and the various committees.

The Course

1. To assist the Course Manager financially in maintaining and planning replacement schedules for all greens equipment and plant and following the direction from the Greens Committee policy and the agreement of the Board
2. In conjunction with the Course Manager, to ensure compliance with all Health and Safety legislation relating to the Course.
3. In conjunction with the Course Manager, to ensure an accurate inventory of all Club machinery and equipment is maintained.
4. In conjunction with the Course Manager, to ensure all Club machinery and equipment is fully insured and secured.
5. To ensure that the Course Manager maintains appropriate records for water management.
6. To oversee the Course Manager responsibilities in relation to compliance with prevailing environmental regulations.

5 October 2021