



Summary Job Description: General Manager

Reports to: Chairperson, Board of Directors

Purpose of Role

Lead and manage the Golf Club Operations and Services and implement the strategic plan in-line with the Board's expectations. Provide the direction and expertise needed to continuously deliver great performance. Create and sustain an environment where members, their guests and visitors can enjoy an excellent golfing experience that represents value for money.

Core Areas of Responsibility

Strategy

- Work with the Board to develop the Club's strategy and facilitate change
- Provide focus on sustainability - economic, environmental, and social
- Explore competitor and market intelligence to identify threats or opportunities that could influence our strategy

Operations

- Lead and manage the Club's day-to-day operations and services
- Manage and report performance against agreed targets
- Negotiate and manage contracts to achieve cost-effective solutions

Finance & Governance

- As Company Secretary, provide administrative and advisory services to Directors, ensuring legal and corporate governance requirements are met
- Manage financial and risk management, ensuring accounts are completed accurately and reported to the Board in a timely fashion
- Maintain the Club's policies and procedures, ensuring these and relevant statutory requirements are understood and followed

Leadership

- Lead and inspire people to achieve excellent results, embedding a culture of continuous improvement
- Develop and support cohesive high performing teams
- Build strategic partnerships, networks and manage key relationships

Communication & Marketing

- Develop and deliver a cohesive communication strategy
- Effectively communicate and engage with staff and members
- Pro-actively market the Club, generating a healthy pipeline of new members and increasing revenue streams