



Clubhouse Facilities and Administrative Manager

An outstanding opportunity has arisen for an ambitious individual with previous management experience and first class customer service skills to join one of Dorset's finest golf clubs

The Club

Lyme Regis golf club sits on the Jurassic coast in an area of outstanding natural beauty, it was founded in 1893 and has undergone many changes as a result of coastal erosion over the years but thanks to continuing investment and excellent staff the club and course has evolved into a welcoming and acclaimed venue.

The club has a large club house with changing rooms, a professional shop and bar and in house catering facilities.

The Role

The club has a streamlined management structure with the successful candidate reporting to the Chair and Management Committee only.

The role will involve working in close liaison with the Director of Golf and the Golf course manager to ensure the smooth and efficient running of the club by building close and harmonious relationships with members, visitors and staff. To work alongside the Management Committee to deliver the key objectives in the Strategic Plan with regards to bar and catering.

Skill base

Have experience in managing both in the hospitality sector but also in general administration. Be able to effectively manage, train and develop direct reports.

To take personal responsibility for their standard of work and display enthusiasm and commitment to others through excellent communication skills. To liaise closely with the Director of Golf to enhance an excellent member and visitor experience at LRGC. To create and maintain good business relationships with suppliers and contractors. Be IT literate with expertise in web based social media platforms.

Responsibilities

To create innovative ideas with the Director of Golf to enhance the profitability of the club. To be the visible face of the House management team. To agree a set of personal objectives with the Management Committee. To ensure all direct reports are working in line with the key objectives via a monthly performance review process. To conduct annual appraisals of the House and Administration teams. To provide monthly reports to the Captains and Management Committees. To promote the club as a desirable venue for external events. To ensure all legal requirements of the Club are met. To ensure all LRGC insurance share in place and current.

To regularly review the cost effectiveness of supplier and contractor relationships. To continually review and evaluate the IT systems abilities to meet current and future requirements. To maintain and update content on LRGC websites Club V1 portal and all adopted social media sites.

The Office

To ensure the Office is providing support to both members and the business requirements of the club.

Management of Direct Reports

To conduct informal weekly meetings, monthly formal performance reviews and annual appraisals of the house and administrative staff. To ensure all rotas are drawn up in a timely manner. To ensure that Health and Safety requirements are met. To monitor the use of temporary staff and manage them appropriately.

Liaison with key committees

To attend and record action minutes of each monthly meeting. To post signed off minutes on the ClubV1 system and place a copy of the minutes in the Spike bar

Members

To ensure all members enquiries are dealt with promptly and empathetically. To maintain an accurate membership database. To implement and produce the members annual agreed subscription rates for each category of membership.

Events

To work with the Director of Golf and the Management Committee lead for Business and Marketing Development to identify and prioritise key target groups to increase long term profitability. To develop a customer relationship system for customers wishing to hold their events at LRGC. To support such groups with supporting literature and designate a named member of staff for their event.

Procurement

To develop good working relationships with all LRGC suppliers and contractors. To ensure that all appointed suppliers are providing a value for money service. To investigate alternative cost effective solutions for outside agencies.

Remuneration

We offer a competing and negotiable salary based on the knowledge and experience of the candidate with an enhanced performance related bonus.

To apply please submit a CV to admin at Lyme Regis Golf Club for the attention of the Chairman by the 18th April.