



## Job Description

**Club:** **Worksop Golf Club**

**Position:** **General Manager**

**Reports To:** **Chairperson & Board of Directors**

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### **Overview of Position:**

Worksop Golf Club is a private members' club and is recognised as one of the region's finest courses, having proudly hosted the 2022 English Men's Amateur Championship. As General Manager and Company Secretary, you will work closely with the Board Of Directors and General Committee to deliver an exceptional experience for members and guests, uphold the highest standards of governance, and support the Club's ongoing development. This role requires strong leadership in the day-to-day management of all Club operations, with responsibility for preparation of the financial reports and its overall performance.

We take great pride in our reputation within both the local community and the wider golfing landscape, and we expect our General Manager to embody this by being an active presence within the Club and a highly visible ambassador for Worksop Golf Club.

### **Facility Management:**

- Ensure all operational areas of the Club are maintained to a high standard and fully meet the needs of members and guests.
- Oversee the day-to-day management of the Club, ensuring adherence to all policies, byelaws, rules, and the Club's Articles of Association.
- Ensure the Club's insurance arrangements are comprehensive, current, and provide appropriate protection for all assets and activities.
- Take responsibility for managing all contracted services, including laundry, cleaning, fire safety equipment, and security systems, ensuring quality and value for money.
- Conduct regular reviews of all supplier and contractor agreements to secure best value and service performance.
- Oversee the upkeep, presentation, and functionality of the clubhouse and surrounding grounds, ensuring both preventative and reactive maintenance is delivered effectively.
- Ensure that maintenance schedules and work are thoughtfully planned, prioritised, and communicated to minimise disruption to members.
- Act as key-holder for the Club premises and ensure all security procedures are robustly followed.
- Maintain strong working relationships with contractors, service providers, and internal teams to ensure the facility operates safely, efficiently, and in line with Club expectations.

### **Operational Management, Golf, Food and Beverage:**

- Line-manage all Heads of Department (i.e. greens, bar and catering, pro shop and administration), ensuring their teams consistently deliver high standards across golf, food and beverage, and clubhouse operations.
- Working with the Food and Beverages Manager and committee to ensure the smooth and professional delivery of, to an agreed budget, Club social and golf events, external events and visiting parties
- Working with the Head Green Keeper and committee to ensure the golf course is presented, maintained, and developed to the highest standard, with all improvement programs delivered effectively to an agreed budget and timescale.



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- Work collaboratively with the Club Professional to deliver an effective service to members and visitors alike and achieve the agreed financial and operational targets for the Pro Shop.
- Oversee the planning and delivery of a comprehensive annual program of golf fixtures for members, guests, and visiting parties.
- Ensure all golf-related systems and digital services, such as booking, the World Handicap System, ClubV1, and the Club website, are fully maintained and consistently operational.
- Promote, manage, and organise visiting parties and guest bookings in conjunction with the pro shop and in line with Club policies, ensuring an excellent visitor experience.
- Uphold and enforce Club standards of conduct, including dress code and behaviour, for all members, guests, and visitors.
- Ensure full legal compliance across food hygiene, health and safety, alcohol licensing, and all statutory obligations associated with Club operations.
- Facilitate and oversee stock taking to ensure accurate inventory control and minimising waste across all relevant departments.

### People, Human Resources:

- Ensure the optimal performance of team members by recognising high achievers and addressing under performance effectively and undertaking annual appraisals
- Foster regular communication across teams to ensure full understanding and transparency of company objectives and performance.
- Actively participate in the recruitment and on-boarding process, ensuring all team members receive proper support and guidance.
- Support the ongoing development and welfare of team members, ensuring they have the resources and training needed for success.
- Oversee ethical and legal recruitment practices, ensuring compliance with Right to Live & Work laws and conducting thorough reference checks.
- Maintain proper staffing levels at all times, ensuring the team is equipped to meet demands.
- Oversee weekly staffing rotas prepared by the team manager ensuring shifts are adequately covered.
- Maintain accurate records of staff hours, holidays, and attendance, ensuring all data is up to date and available when needed.

### Financial:

- Take full responsibility for delivering the Club's approved annual budget, ensuring ongoing financial stability and long-term sustainability.
- Act as Company Secretary, liaising with the Board, Directors and Companies House, and ensuring statutory compliance at all times.
- Ensure the accurate maintenance of the membership and subscriptions database, including the shareholder register where applicable.
- Work closely with the Club Administrator and Finance Director to maintain robust and accurate accounting records.
- Oversee the preparation, submission and audit of the Club's annual statutory accounts.
- Ensure the timely production of monthly management accounts, including profit and loss statements and balance sheets.
- Present clear and accurate monthly financial reports to the Board, covering bar and catering, course expenditure, pro shop and overall performance.



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- Manage all cash handling procedures, ensuring banking, reconciliation and internal controls are properly implemented.
- Maximise returns on the Club's cash balances through prudent and effective financial management.
- Act as a joint signatory on the Club's bank accounts, overseeing special event accounts, payroll administration, and ensuring compliance with PAYE, NI, pensions, sickness and staff benefits.

### **Communications & Marketing:**

- Manage membership and retention activities across all categories, including handling the waiting list and facilitating pathways for new and returning golfers.
- Oversight of Member records and handicapping system.
- Regularly communicate with members through newsletters to keep them informed of upcoming events and developments within the Club.
- Utilize social media platforms to create targeted content that promotes the Club's events, membership opportunities, and brand.
- Oversee the annual membership renewal process, ensuring timely and accurate management of renewals.
- Actively participate in various committees, providing insights and support for Club activities and initiatives

### **Membership, Customer Service:**

- Lead and manage the service team, ensuring high standards of customer care and a seamless, professional experience for all members and guests.
- Create a personal and welcoming atmosphere by ensuring team members greet every guest with warmth, professionalism, and enthusiasm.
- Build and nurture professional relationships with members, fostering a sense of community and belonging within the Club.
- Act as a point of contact for members, resolving any issues promptly and ensuring a positive experience at all times.
- Implement and monitor service standards, ensuring all team members consistently meet or exceed expectations.
- Regularly engage with members to gather feedback, using their insights to improve the overall service experience.
- Foster a team culture of professionalism, accountability, and collaboration to enhance the overall service delivery.
- Actively participate in major Club days, playing an integral role in the execution and success of high-profile events and member activities.

### **Strategic:**

- Work closely with the Board to assist in the development and delivery of strategic goals, contributing to the long-term planning and success of the Club.
- Prepare for and attend all Board of Management and Committee Meetings, ensuring agendas are created and minutes are accurately recorded and circulated.
- Assist in implementing the decisions made during Board and Committee meetings, ensuring follow-through on action items and strategies.
- Maintain active involvement, as appropriate, in the Professional Golf Association and Golf Club Managers Association to stay informed on industry developments.



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- Build and maintain strong relationships with other Club Secretaries, as well as with County and National Golf Unions, fostering collaboration and information sharing.
- Provide support and advice to the Board on matters relating to governance, policy, and Club management.
- Regularly review and stay up to date with best practices in golf club and course management, integrating new insights into Club operations.
- Facilitate the implementation of strategic initiatives and ensure they are tracked and evaluated for progress against long-term goals.

**I hereby confirm that I have read, understood, and acknowledge the contents of this job description.**

**Signed:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_