

Golf & Membership Manager

Hartley Wintney Golf Club

Reports to: General Manager

Hours: Full-time

Role Overview

The Golf & Membership Manager plays a key role in the day-to-day operation of the Club, with primary responsibility for managing the membership system and overseeing all golf-related administration. This is a customer-facing position requiring excellent organisational skills, strong attention to detail, and a sound understanding of golf club operations within a private members' environment.

The successful candidate will act as a central point of contact for members, visitors, and committee members, ensuring the smooth running of membership processes, golf competitions, and club events.

Key Responsibilities

Membership Management

- Manage all aspects of the Club's membership system, ensuring records are accurate and up to date.
- Administer the membership waiting list, including regular communication with prospective members.
- Handle all new member enquiries and guide applicants through the application and joining process.
- Manage annual membership renewals, including communication, processing, and follow-up.
- Oversee membership payments, including invoicing, receipts, and reconciliation.
- Manage Direct Debit payers, including set-up, amendments, and ongoing administration.
- Act as a primary point of contact for member queries relating to membership matters.

Golf Administration & Competitions

- Oversee the administration of all members' golf competitions and events.
- Set up, process, and close competitions using the Club's golf management system.
- Liaise with professional staff, committees, and volunteers to ensure competitions run smoothly.
- Oversee the administration of handicaps in line with WHS and England Golf guidelines.
- Support the Comps & Handicap Committee with reporting, record keeping, and compliance.

Club Diary & Events

- Manage and maintain the Club diary, coordinating golf competitions, interclub matches, social events, society bookings, and other external use, to maximise utilisation and member access.
- Assist with the organisation and administration of major golf and social events throughout the year.
- Ensure effective communication of events to members through appropriate channels.

Administration & Office Duties

- Provide general administrative support to the General Manager.
- Produce reports for management and committees as required.
- Manage member communications, including emails, notices, and online updates.
- Ensure compliance with Club policies, procedures, and governance requirements.
- Support health and safety compliance, including incident reporting, and operational checks.
- Assist with the day-to-day running of the Club as required.

Skills & Experience

Essential:

- Experience in a golf club, sports club, private members' environment, or comparable high-service hospitality environment.
- Strong administrative and organisational skills.
- Excellent communication and interpersonal skills.
- High level of accuracy and attention to detail.
- Confident using IT systems, including golf club management software and Microsoft Office.
- Good understanding of golf competitions, formats, and handicapping.

Desirable:

- Previous experience managing membership systems and Direct Debit payments.
- Knowledge of WHS and England Golf processes.
- Experience working with committees and volunteers.

Personal Attributes

- Professional, approachable, and member-focused.
- Able to work independently and manage competing priorities.
- Flexible and willing to work occasional weekends and evenings.
- Discreet and trustworthy, with a high level of integrity.