

JOB DESCRIPTION

JOB TITLE	Club & Lodge Operations Manager
COMPANY	Kingswood Golf and Country Club, Tadworth, Surrey KT20 6NE
REPORTING TO	General Manager – Kingswood Golf and Country Club
KEY CONTACTS	Directors, staff, Members, suppliers, customers.
DATE OF ISSUE	February 2026
JOB PURPOSE	Working in close collaboration with the General Manager – KWGCC and Managers to ensure the smooth and efficient running of the company's day to day activities by overseeing resources, processes, and teams to drive and meet the Company goals, values and strategy. Ensuring a 'one site' approach and ensure the highest quality of service and presentation of all aspects of the business. Leading by example this role is a combination of hands-on operational and management.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Management – Club wide

- As P&L manager you will drive profit margins, turnover and staffing ratios. To deliver and own, the annual budget projections and outcomes for your areas and present to the GM.
- The key role of this position is to ensure the highest quality of service and presentation of all aspects of hotel, golf and club.
- Deliver on KPIs and input into future.
- Be forward thinking, planning and cap-ex mindful
- Manage and administer health and safety for the entire site ensuring compliance
- Assist the GM with marketing and social media

People Development

- Ensure the ongoing development of your teams. Holding regular team meetings, keeping staff informed of company activities, expectations and performance.
- Optimise key talent and ensure that there are viable succession plans in place.
- To undertake any broadly analogous duties as reasonably requested.
- Recruitment and selection of appropriate staff.

Golf Services and Lodge

Functional Head of all teams based in the Lodge including, Golf Services, Golf Shop, Marshalls, One Reception, and Housekeeping.

Golf Services

- Working closely with the inhouse golf-pro in their management of tee sheets, members calendars, member competitions, golf days, stay & plays. Training reception to maintain a fully up to date tee sheet
- Assisting Members with IG accounts and any queries.
- Advanced tee sheet management, ensuring that maximum availability is maintained.
- Work with the GM on pricing and selling ideas. Sell memberships and aid the GM with renewals
- Manage play on the course – some course set up

Golf shop

- Drive sales and improve performance of the shop. Purchase stock. Stock takes. Responsible for the financial performance.

One Reception

Direct line management of the team. Responsible for the management of their rotas, timesheets and payroll reports including optimising staffing levels. You will also have P&L responsibility for the One Reception department.

- Control of man hours, rota, timesheets and payroll reports
- Make bookings for Lodge, Golf and some catering events
- Administration and documents
- Upsell of products
- Build and Maintain high service levels in a friendly and professional manner
- It is expected that the Club and Lodge Manager will undertake some operational day to day duties working some shifts on reception

Clubhouse (General)

- The F&B Manager, Events Manager and Head Chef equally share responsibility for a busy F&B department. Your role is to assist the GM in monitoring and maintaining standards. The housekeeping team and Night Porter maintain the building which is your responsibility.

Operational

- Lodge - Have operational control of the Lodge ensuring optimised occupancy and usage for all areas. To review room prices, set price lists, control booking portals, Channel management, work with tour operators and ensure growth of business in the agreed direction with the GM. Maintaining and improve Rankings.
- Purchasing - liaise with suppliers, ensuring the best possible purchasing price and quality for the Business.
- Premises - To ensure high maintenance of not just rooms but all other public areas such as the reception rooms and around the buildings. To direct the Handy Person to perform repair, checks and preventative maintenance.
- Quality Control - Set up systems to control the inventory of the rooms and the condition of them. This should be a quality control system and plans in place to replace FF&E to ensure reputation of the Lodge is maintained
- Process Improvement – responsible for coming forward to GM with areas for efficiencies and improvements.
- Compliance - Ensure strict compliance with all statutory and regulatory requirements in respect of customers and staffing. Ensure all Health & Safety policies are in place and controlled for both staff and clients. Responsible for the maintenance of contracts, required checks and fire safety, maintaining requisite levels of First Aiders, Fire marshals.

Sales

- All managers are expected to help promote and assist with if needed, the sales for all operational areas of the business. This will include presenting the packages and site including show rounds, negotiating contracts, ensuring correct documentation and bookings
- Actively seeking opportunities for establishing new business
- Meeting and exceeding monthly and annual targets, reviewing sales performance and providing regular reports to general manager

This list is not exhaustive and other duties may be added as the role develops

PERSON SPECIFICATION

QUALIFICATIONS AND TRAINING

Essential attributes

- Minimum of five years' operational experience at a comparable level.
- High level of hotel & golf industry experience – PGA an advantage
- Experience will have been gained in a comparable establishment.
- Strong financial acumen. Experienced in managing a P&L.
- Demonstrable Entrepreneurial spirit with a track record of successful end to end project delivery.
- Exceptional interpersonal and relationship-building skills
- Professional conduct and effective communication skills across all mediums.
- An inspirational and strong leader. Able to set direction, the vision, expectations and motivate staff to achieve these through performance management and development.
- Flexible approach to work and working hours
- Understanding and compliance with health and safety requirements
- Experience dealing with the public and customer complaints

Conditions

Working Hours: 48 hours per week – includes weekdays and weekends – and on-station work

Holidays: 28 days – includes bank holidays (bank holidays are not classed as holiday days)

Pay: £35k to £40k with bonus scheme - depending on experience