Hexham Golf Club
Club Manager Job Profile

Introduction
The Club Manager reports to Hexham Golf Club Management Committee and will be expected to exercise initiative and responsibilities commensurate with the duties of the post. The role includes management of the club functions of Head Greenkeeper, Professional and Bar & Catering Manager.

Essential Skills
1. Good understanding of golf, golf club operations and managing golfing events in a private members club
2. A high level of sound commercial, financial and business acumen to ensure Club financial stability, including pricing strategies
3. Ability to lead, manage and motivate a team to deliver excellent member satisfaction supported by an appropriate balance of non-member golfing and catering income
4. Excellent interpersonal, listening and communication skills, displaying highest standard of ethical integrity
5. Effective communicator and advisor for the Club Management Committee
6. Good IT skills including MS Office, documentation systems and social media platforms
7. Knowledgeable in business management systems, such as GolfNow and ClubV1 platforms
8. Knowledgeable in company, employment, child protection and safeguarding, General Data Protection Regulations and health & safety legal requirements as applicable to the Golf Club and Management Committee. Aware of procurement practices and management of contracts and suppliers
9. Willingness to work flexible and at times unsociable hours to meet the demands of the position and to further the interests of the Club
10. Ensure the efficient maintenance of club property and equipment and to report promptly to the Management Committee any significant unbudgeted costs

Leadership
1. Lead the Golf Club in a manner that is consistent with our values of equality, talent development and enjoyment of the game
2. Create an open and inclusive environment where every staff member can realise their potential and contribute to the Club’s success
3. Act as the primary contact for members and external organisations
4. Conduct regular appraisals with all staff, ensuring training and development needs are identified
5. Ensure service excellence (setting the benchmark) but deal with complaints or issues even-handedly and in a rigorous, efficient (but courteous) manner and in accordance with principles of legal compliance, fairness and respect
**Business Acumen**

1. Present a Monthly Operational Report to the Management Committee including performance vs plans, member issues etc. and drive a data-based approach to decision making
2. Act as Company Secretary and joint signatory on the Club’s bank accounts, maintaining segregation of duties and oversee any accounts needed for social functions or major tournaments
3. Active participant in Club Finance Committee to establish financial budgets and business strategy, including ensuring the Bar / Catering Team maintain labour cost and bar prices, and gross profit margins at competitive rates and in accordance with the budget
4. Deliver best practice including initiatives to support membership retention and recruitment, clubhouse and member services including the bar & catering services
5. Optimise the number of external functions and ensure bookings are taken and follow up made for repeat visitor party bookings
6. In conjunction with the Management Committee and Sub-Committees to periodically review and enter into contracts with critical suppliers ensuring best value to the Club

**Administration**

1. Act as Company Secretary for Hexham Golf Club Limited and its hospitality subsidiary to ensure full compliance with requirements of Companies House, HMRC and other relevant authorities
2. Deliver office services and keep all office systems under review for efficiency gains, technology advances and the Club’s requirements and to make appropriate recommendations to the Club Management Committee
3. Organise Annual General/Extraordinary Meetings, monthly Management Committee meetings etc. maintaining all relevant records. Ensure all relevant actions and decisions are implemented in good time
4. Ensure full compliance with all legislative practices related to employment, health and safety, environmental, fire, liquor license, equal opportunities, safeguarding and risk assessment
5. Ensure the Club’s Health and Safety Policy is implemented and to maintain the documentation and records in accordance with the current legislation
6. Maintain and update all relevant Club rules, policies and procedures and ensure these are communication to members and relevant staff
7. Maintain a system for the processing of membership applications
8. Actively develop & maintain relationships with external golf bodies (e.g. Northumberland County England Golf, GCMA etc.)
9. Ensure membership levels are maintained with active programs to attract and retain members
10. Organise in conjunction with the Club Professional & Bar Manager the arrangements, including marketing of the Club, for all visiting societies, visitors, ensuring maintaining behavioural standards on the course and in the clubhouse
11. Identify the Club’s Document Management system requirements and make recommendations to the Club Management Committee
12. Manage the Club’s social media presence and promote membership, Opens and visitors
13. Manage the Club diary of competitions, events and matches coordinating with other Club functions to deliver excellent experience
14. Monitor payroll records, including casual labour