



Assistant General Manager - Job Description

Reports to: **The General Manager**

Objectives:

Assisting the General Manager in the management of the club in accordance with the policies laid down by the Board of Directors, with responsibility for undertaking the administrative and other duties set out below:-

Job responsibilities:

Membership

- To administer the club's membership including mailings to members, monthly payment collections and annual renewals.
- To manage and maintain all aspects of membership recruitment.
- To use the club's communications to inform members of information that is relevant, relating to golf matters and social functions as required.
- Dealing with members' enquiries, in person or by phone, but referring any queries to the General Manager where necessary.

Golf & Events

- Making all arrangements with societies, including original enquiries, bookings, deposit administration and correspondence.
- Ensuring that each societies requirements for the day are properly communicated to the club's staff.
- To prepare where necessary invoices for golf society days.
- To assist, where necessary with the organisation and running of club competitions
- To coordinate the visiting party programme at the Club delivering high levels of customer service to members, their guests, and visitors. This will involve liaison with the House Manager to communicate details of the programme of forthcoming events.

Finance & Administration

- Prepare weekly cash sheets to include income from Bar, Halfway House and Golf Shop and online payments.
- Implement and operate budgetary control systems as instructed.
- Arrange for quotations as required, place orders as directed by the General Manager.
- Help the Manager convene and organise meetings as directed, including circulation of the agenda and associated papers.
- Attend and take minutes at General meetings.
- With the General Manager, maintain the club's website.

General

- Implement policy as directed by the General Manager.
- Regularly review all activities of the Club and make recommendations as appropriate.
- Ensure compliance with all Statutory and Local Government Regulations, including the Health and Safety at Work Act.
- Ensure that notice boards are kept up to date and periodically cleared.
- Maintain supplies for copying and printing, stationery and post, filing and supplies.
- Answering of the office telephone

Other Duties

- To assist the General Manager in the general running of the golf club and delivering the Club's future operational, financial & strategic objectives, in addition to deputising for him in his absence.