



Tenterden Golf Club – General Manager Job Description.

Title of the job. Club General Manager (CGM)

Location – Tenterden Golf Club

Reports to – Club Chairman

Employment type – Full time (37.5 hours per week). The CGM will be required to work additional hours at peak times during the year to meet the needs of TGC, however TGC respects the need for a work life balance for all staff and will work closely with the GM to achieve an effective balance.

Overall responsibilities: The Club General Manager (CGM) will be responsible for overseeing all golf operations and club management activities to enhance the overall member and guest/visitor experience and ensuring the smooth operation of golf events, member service, retail and facility management, with particular focus on growing membership and visitor numbers.

The CGM will be expected to be pro-active in taking the initiative, leadership and responsibility for all operational and commercial aspects of the running of TGC, making executive decisions within the parameters set down by the Management Committee (MC) to ensure the reputation, delivery of strategic goals, the smooth running and development of TGC going forward.

Key areas of responsibility and the deliverables expected.

The Club General Manager will be responsible for delivering and executing a rolling 3-year business plan agreed with the Management Committee to achieve the following: -

Golf Operations & Instruction:

- Maintain a high-profile personal visibility and accessibility within the club to members and visitors.
- Designing and delivering sales and marketing activities to grow membership and visitor numbers.
- Oversee the scheduling and management of tee times, tournaments, and leagues.
- Ensure the golf course and practice facilities meet high-quality standards.
- Collaborate with course maintenance staff for course upkeep and improvements.
- Ensure the provision of private and group golf lessons to members and guests.
- Ensure the organisation of golf clinics, junior programs, and coaching sessions.

Club Management & Administration:

- Supervise club operations, including staff management, budgeting, and financial oversight.
- Develop and implement marketing and membership development and retention strategies.
- Ensure exceptional member and guest service through staff training and operational standards.
- Oversee club events, social activities, and corporate outings.
- Lead in the development of all relevant club policies and procedures for MC review and approval and be primarily responsible for their subsequent implementation and review.
- Oversee compliance with health, safety, and legal regulations.



Retail & Pro Shop Management:

- Oversee pro shop operations, including inventory control and merchandising.

Food & Beverage Operations:

- Work with catering and bar staff (or contracted providers) to enhance the club's dining experience.
- Ensure high standards in food service, hygiene, and member satisfaction.

Staff Leadership & Development:

- Recruit, train, and mentor golf and clubhouse staff.
- Conduct performance evaluations and foster a team-oriented environment.
- Implement professional development programs for employees.

Finance, Accounting and Financial Management

Supervise the club's Finance Manager and ensure the following:

- The efficient and accurate operation of accounting software to point of reconciliation.
- Develop and fully implement the Club's annual budget and monitor all expenditure on a day-to-day basis to ensure budgetary compliance and wastage is at a minimum.
- Accurate and timely salary information for our payroll partners.
- Ensure that the club's tax affairs are dealt with effectively, liaising with external accountants when required.
- Ensure timely payment of all properly authorised bills and accounts, in an efficient and professional manner

Scope for progression and promotion.

The successful candidate will be expected to continue developing their skills knowledge and abilities and the club will look favourably on appropriate personal development programmes and professional body membership.

Location and travel requirements.

The CGM will be expected to spend most of their time at TGC, however in order to keep up to date with industry and social trends that effect the running of the club, and to keep their knowledge and experience up to date, they may be required to attend meetings of various governing bodies, professional associations and networking groups. These events are likely to be mostly in Kent or the Southeast region.

Remuneration range and benefits available.

The role comes with a competitive salary and bonus scheme (OTE £60k) together with sick pay, pension, and other fringe benefits.

Necessary travel expenses and appropriate professional body fees