



Knott End Golf Club

GENERAL MANAGER

The Club

Knott End Club, established in 1910, is a private members club with a playing membership of over 400 and a social membership of 275. It has a stunning 18-hole Golf Course designed by James Braid, which represents all that is best in a part links and pastoral course. The front 9 holes run alongside the river Wyre with breathtaking views of the Bowland Hills, Morecambe Bay and our fabulous club. The back 9 take you down into the woodland part of the golf course with fantastic views of the local countryside and wildlife. The clubhouse boasts a nautical design with a contemporary interior, a haven for both members and visiting golfers.

The Position

The Club is seeking a new General Manager who will have overall responsibility for the day-to-day management and operations of the club. This will include managing all the staff, administration including finances, the course and clubhouse and will do this in a manner that maximises revenue, customer satisfaction and staff development. The General Manager will work closely with the Board to ensure the strategic direction of the Club is adhered to and achieved.

Key Responsibilities

1. Staff

- Line manages the Club Professional, the Head Greenkeeper & Greenkeeping Team, the Bar, Catering and Cleaning Staff, and the Office Staff.
- Manage the recruitment and discipline of all staff in conjunction with the appropriate Director and conduct annual staff appraisals.
- Implement the Club's Health & Safety Policy and ensure all staff are aware of it and operate within its framework.
- Arrange staff training as necessary and monitor all holidays, sickness, and overtime claims.

2. Course Management

- Work closely with the Director for Greens and the Head Greenkeeper to develop a robust agronomic plan to maintain, improve and develop the course.
- Develop a medium to long term strategy for the replacement of all major items of machinery, the irrigation system and essential equipment.
- Ensure that all safe working practices are in place, adhered to, regularly reviewed, and where required that Risk Assessments are carried out and actioned.
- Ensure all H&S Training needs are identified and arranged.

3. Clubhouse and Premises

- Work closely with the Director for House and the Bar and Catering Manager to develop a robust business plan to grow the bar and catering turnover.
- Manage the Club's premises ensuring they are proactively kept clean, properly maintained and all necessary service are provided.
- Ensure the club attains and maintains a level 5 food hygiene rating.
- Accommodate all social users of the Club e.g., Snooker, Bridge.

4. Membership & Marketing

- Work closely with the Director for Membership to increase the number of members across all categories, with a particular focus on female, associate and junior categories.
- Manage the induction and onboarding of new Club members ensuring they are welcomed into the club and receive all relevant information.
- Ensure a communication strategy is in place to keep all members informed of Club initiatives, developments and functions taking place, actively using the Club's, newsletters, bulletin boards and Members' Hub.

5. Golf

- Work closely with the Director of Competitions and Handicaps to prepare an annual fixture list and include this in the annual diary along with the list of members.
- Promote and market all Open Competitions and Club Golf Days.
- Develop, implement, and monitor a marketing strategy to generate further income.
- In conjunction with the Professional monitor the BRS golf booking system to ensure that course utilisation is maximised.
- Oversee arrangements for all visiting societies including payment of green fees. Maintain a database of society organisers and a review system after each visit to encourage further bookings.

6. Finance

- Work closely with the Director for Finance to produce annual accounts and to get these audited for the members and the Company.
- Monitor monthly the budget and preparation of monthly accounts to the Board.
- Manage the monthly payroll system and payment of invoices efficiently.
- Oversee the administration of the Club's pension and life assurance schemes.
- Ensure all bills are actioned and paid on time, particularly VAT/NI.

7. Administration

- Manage with the support of an administrator, the provision of the office services including responses to correspondence, telephone and member enquiries.
- Prepare for and attend the monthly Board meetings, generate the agenda, ensure the minutes are prepared and that all relevant actions and decisions are implemented in good time.
- Work closely with the Board and operational committees to develop, implement and review the Strategic and Business Plan.
- Maintain the necessary records for all areas of the club.