

Longcliffe Golf Club – General Manager

Summary:

Longcliffe is considered one of the top golf clubs in Leicestershire and is very keen to continue its development in order to maintain its good reputation and standing. As part of this process, we are looking to appoint a new General Manager, reporting directly to the Chairman of the Board of Directors. He / she will play a key role in ensuring the club both runs smoothly on a day to day basis and develops as per the Club's vision and strategic plan.

Significant experience of the operational, administrative and managerial responsibilities associated with a private member's golf club are considered essential for the right job applicant. The ideal candidate must be able to demonstrate initiative, attention to detail and excellent communication skills.

This appointment should be viewed as a significant progression for someone pursuing a career in golf club management and this level of importance will be reflected in the salary on offer to the right candidate.

Job Description:

We are looking for a General Manager to lead our team and play a pivotal role in the management and development of the club to ensure it provides a valued experience to all our members and visitors alike. The role will cover all aspects of club management.

The key requirements the ideal candidate must be able to demonstrate are:

- Strategic thinking: Have clear strategic thinking and support the board update the Club's Strategic vision and 5-Year development plan, both in terms of defining the key goals and actually ensuring the club meets these goals.
- Project management: Have a project management mindset, thereby being able to plan, monitor and execute projects both large and small. Emphasis is placed on execution and 'getting it done'.
- Financial acumen: The ideal candidate will have a clear understanding of business finance, be able to guide the board in terms of preparing the yearly Budget, forecasting EOY Income, Expenditure, Cash Flows and Balance sheet items and being able to explain both the current and future status of the Club's financial position.

You will also be responsible for the management and development of:

- Establishing a strong and productive working relationship with the Chairman and the Board of Directors and contributing to and taking joint ownership of the strategy for the development of the club, its delivery and successful implementation.
- Assume responsibility for the management and implementation of the clubhouse service agreement. Working together with the Director of Golf Support Services and the Franchisee to focus upon maximising the income generated from the bar and catering services offered to members, visitors and members of the public.
- Assume responsibility for the management and implementation of the current professional services agreement. Working together with the club professional, identify ways in which the club may

maximise income streams from the utilisation of the golf course and associated facilities by visitors and societies whilst minimising the impact upon members.

- Take ownership for the delivery of successful sales and marketing campaigns designed to support the objectives of the clubhouse service agreement and the professional services agreement.
- The Head Greenkeeper and his staff ensuring that they are well supported, motivated and allowed to develop to achieve their full potential. Together with the Head Greenkeeper, ensure that the course is presented each year according to the Course Policy document and in a way that is both challenging and enjoyable to members and visitors.
- Ensure costs are controlled against agreed budget, maintaining a Machinery Replacement plan and planning all future key projects.
- Human resource services including staff payroll, NI contributions, pension and PAYE deductions and staff development.
- All staff and franchise holders ensuring that they are provided with appropriate coaching, development and performance guidance to allow the club to deliver both high quality results and customer service to members and visitors.
- Together with the Chairman of the Board assume responsibility for all health, safety and environmental matters relating to the club.

Additional responsibilities:

- Liaise with the Director of Golf Operations to ensure that competitions are effectively organised and administered and follow the guidance laid out in the "Competitions Guidelines".
- Good working knowledge of Club V1 to allow the setting up, processing and generation of competition results.
- Managing club fixtures, team matches, clubhouse social events and ensuring that these are all accurately recorded in the club diary.
- Undertake the organisation of the Club's Open competitions ensuring they are managed in an effective and efficient manner.
- Knowledge of propriety accounting systems e.g. Sage or Croft for the management of club finances and the generation of monthly and annual reports would be an asset.
- Working together with the Chairman, Directors and the two franchisee holders to produce annual financial budgets that reflect income growth and control over expenditure.
- Ensure that Club matters are effectively communicated to members via Club V1, the Club website and social media platforms to promote the club to as wide an audience as possible.
- Providing secretarial services to the Board and key club committees.
- Ensuring that office services are open and accessible to staff and members during the normal working week. Some flexibility will be required on occasions to fulfil specific club responsibilities.
- Maintain the membership database ensuring that accurate records are kept and that subscriptions are collected and banked in a timely manner.
- Deal efficiently with all new member enquiries ensuring that a professional and efficient service is delivered.
- Providing general administration within the office.
- Assume responsibility for the management and handling of all matters relating to the administration, maintenance, HR, Health and Safety and safe-guarding at the Club.

Required skills:

- Strong leadership, diplomacy and communication skills.
- Sound understanding of the golf industry and expectations within a member's club.
- Previous golf club management experience is essential.
- Excellent administrative, organisational and time management skills.
- Good knowledge of current IT office software tools including Office 365, Zoom and Club Systems. Demonstrable ability to coach and organise subordinate users of the available tools and data management.
- Sound appreciation, adequate knowledge and experience to ensure that the Club remains compliant with the relevant statutory and regulatory legislation in force.

To apply:

Interested applicants should submit their CV and a covering letter in the first instance to the club's General Manager (manager@longcliffegolf.co.uk).

Region: East Midlands, Leicestershire.

Closing Date for applications: 25th July 2025.

