
Job Description: General Manager

Position Title: General Manager

Reports To: The Board, through the Chairman of the Board

Location: Shortlands Golf Club

Purpose of the Role:

To ensure the efficient management and development of Shortlands Golf Club, in accordance with Board-approved policies and procedures, and always acting in the best interests of the members.

Key Responsibilities**A) Staff Management**

- Recruit, manage, motivate, and train staff in collaboration with relevant Board Members.
 - Maintain up-to-date employment contracts and job descriptions for all staff.
 - Implement Health & Safety policies and ensure compliance with relevant legislation.
 - Conduct annual performance appraisals.
 - Ensure all staff are trained in safe and effective use of relevant machinery and equipment.
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B) Membership Management

- Maintain accurate membership and handicap records.
 - Process new membership applications per Club policy.
 - Communicate effectively with members to enhance engagement and satisfaction.
 - Develop and execute marketing strategies for member recruitment and retention.
 - Promote a friendly and welcoming atmosphere in the clubhouse while ensuring Club rules are upheld.
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C) Course Management

- Liaise with the Greens Director to ensure proper course maintenance, incorporating expert advice as required.
 - Maintain an inventory of machinery and equipment; ensure maintenance aligns with manufacturers' guidelines.
 - Co-develop annual budgets with the Greens Director for course operations and equipment procurement.
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D) Clubhouse (Bar & Catering)

- Ensure efficient operation of bar and catering services to meet member and guest expectations.
 - Monitor and manage stock levels, purchases, and profit margins; arrange stocktakes every 6–9 weeks.
 - Ensure equipment is properly maintained.
 - Collaborate with the House Manager on budgeting for bar, catering, and general facilities.
 - Maintain Club premises in excellent condition, both inside and out.
 - Support social functions as requested by the Social Committee.
 - Secure necessary licences and ensure legal compliance.
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E) Golf Operations

- Collaborate with the Golf Committee to plan and implement the annual calendar of events and competitions.
 - Manage online booking systems for tee times and competitions.
 - Enforce standards of play, dress code, etiquette, and start times.
 - Support the Club Professional to deliver high-quality service to members and guests.
 - Oversee publication of the annual fixture list and member directory.
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F) Finance & Administration

- Manage payroll systems and ensure efficient administrative operations.
 - Assist the Finance Director with budgeting and cash flow planning.
 - Oversee financial controls including invoice processing, subscription collections, and supplier payments.
 - Ensure proper insurance coverage and annual reviews.
 - Maintain secure custody of Club assets and funds.
 - Ensure compliance with employment law, health and safety, and other relevant legislation.
 - Prepare and present reports for the Board and Sub-Committees.
 - Develop and update a succession plan for the General Manager role.
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Additional Guidelines

- Inspect the course at least twice weekly.
- Collaborate with the Greens Director and Course Manager for course conditions and event preparation.

- Participate in competitions and matches with discretion; publish results within 48 hours.
 - Facilitate new member integration and encourage member social interaction.
 - Support the Membership Director in assessing and interviewing new applicants.
 - Monitor compliance with start times, pace of play, and group size regulations.
 - Build relationships with General Managers at nearby clubs for benchmarking and best practices.
 - Keep the Board informed of business improvements and innovations for member benefit.
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Due Diligence & Strategic Contribution

- Ensure all operational decisions are informed by sound business practices.
 - Proactively contribute ideas to enhance the Club's value proposition, efficiency, and member satisfaction.
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Note: This job description may evolve based on the changing needs of the Club and its members. The General Manager is expected to remain flexible and responsive to those needs.

Closing date for applications August 15th 2025