



**Job Role Title:** The Clubhouse Operations Manager

**Reporting to:** Secretary

**Definition of Role:**

Lead and manage all aspects of Clubhouse operations to ensure an exceptional member and guest experience that aligns with the Club's traditions and high standards. Provide strategic leadership and operational excellence across food and beverage services, housekeeping, events, and general clubhouse functions. Foster a culture of continuous improvement, staff engagement, and outstanding service, ensuring full regulatory compliance and commercial efficiency. Direct line manager to the Assistant Clubhouse Operations Manager and responsible for driving performance across all operational teams. Drive the continuous improvement of operational efficiencies and development of Standard Operating Procedures (SOPs) in conjunction with the Assistant Clubhouse Operations Manager. This role directly supports the Club's strategic objective: 'To be England's Golf Coast's best links golfing experience and Members' Club, both on and off the course.'

**Purpose of the Role:**

To oversee the seamless daily operation of the Clubhouse including all non-golf services such as catering, dining, housekeeping, guest accommodation, and events. Accountable for delivering exceptional hospitality, ensuring consistent service excellence, and enhancing the overall member and visitor experience. A key leadership position reporting directly to the Secretary, contributing to strategic decisions and supporting the overall vision and development of the Club.

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**Responsibilities**

**Leadership & Strategic Management**

- Provide strong leadership and direction to all Clubhouse departments and their teams.
- Manage, mentor, and develop the Assistant Clubhouse Operations Manager and team supervisors to create a high-performing and motivated workforce.
- Lead operational planning to align service delivery with Club objectives, traditions, and evolving member expectations.
- Drive the development and implementation of departmental policies and initiatives to improve standards and operational outcomes.

**Operational Oversight**

- Ensure all food and beverage operations, housekeeping, banqueting, and hospitality services are delivered efficiently, effectively, and in line with budget.
- Oversee rota management, resource allocation, and cost control to achieve financial and service targets.
- Collaborate with the Executive Chef and kitchen team to enhance food offering and innovation.
- Maintain responsibility for the successful delivery and high standards of dormy accommodation services.

#### Events & Member Engagement

- Lead the planning, organisation, and execution of Club events in conjunction with relevant departments, ensuring they meet or exceed expectations.
- Liaise with members, guests, and external clients to understand and exceed requirements.
- Foster strong relationships with members, creating a warm, professional, and responsive Clubhouse environment.

#### Compliance & Standards

- Ensure adherence to all regulatory requirements, including health and safety, employment legislation, food hygiene, and licensing laws.
- Uphold and promote the highest standards of cleanliness, maintenance, and presentation throughout the Clubhouse.

#### Finance & Stock Control

- Manage food and beverage stock control, ordering, and reporting in coordination with the independent stock taker.
- Monitor operational budgets and assist in financial planning to ensure commercial viability.
- Support administrative controls relating to the handling of Club monies and invoicing accuracy.
- Monthly reporting on key operational and financial KPIs.

#### Training & Development

- Identify training needs and oversee the development of Standard Operating Procedures (SOPs) in conjunction with department leads.
- Conduct bi-annual and annual performance reviews and ensure robust succession planning is in place.
- Embed a culture of coaching, feedback, and personal development.

#### Continuous Improvement & Communication

- Champion a culture of continuous improvement and innovation, proactively identifying and implementing service enhancements.
- Attend diary, operations and Heads of Department meetings and ensure accurate communication of key messages to all relevant teams.
- Ensure the Assistant Secretary and relevant management are kept informed of operational developments.

#### Other Duties

Undertake any other duties required by the Secretary or Council in support of Club operations and strategy.

#### **Objectives:**

- **Leadership & Staff Development:** Lead, coach, and develop departmental teams, ensuring a consistent culture of service and accountability.
- **Operational Excellence:** Ensure SOPs are current and adhered to. Monitor and refine operational workflows regularly.
- **Financial Performance:** Ensure efficient use of resources and proactive budget control.
- **Event Management:** Deliver consistently high-quality events through thorough planning and execution.
- **Facilities Management:** Oversee regular audits of Clubhouse cleanliness, repair, and compliance.

- Member Experience: Monitor feedback and implement service improvements promptly and effectively.

**Skills and Attributes:**

- Exemplary leadership and interpersonal skills.
- Ability to think strategically and act tactically.
- Strong financial and commercial acumen.
- Excellent planning, organisational and delegation skills.
- High attention to detail and operational foresight.
- Strong negotiation, communication, and influencing abilities.
- Adaptability, resilience, and a solutions-focused mindset.
- Commitment to upholding and evolving the traditions and standards of the Club.

**Key Outcomes:**

- Deliver an integrated Clubhouse experience that supports the Club's reputation for excellence.
- Foster a culture of service, innovation, and continuous improvement across all operational departments.
- Achieve high levels of member and guest satisfaction through seamless operations and collaborative leadership.

**Functional Flexibility:**

This role includes direct responsibility for the Assistant Clubhouse Operations Manager and all Clubhouse team members. The role requires adaptability to perform duties that support wider Club objectives as required.

**Hours:**

A minimum of 40 hours per week, across five days, including weekends and evenings as required to meet operational needs.