



## Job Description Golf Operations Manager/Deputy General Manager

### General Profile

Reporting to the General Manager, the Golf Operations Manager assists the General Manager in the general administration, organisation and management of the Club and deputises in his absence. With a broad remit across all aspects of the club's administration and management the role requires a hands on individual with exceptional service standards and an understanding of a private member's golf club. A visible presence among members, guests and staff is key along with an ability and desire to ensure the club remains a standard-bearer in member experience and operational excellence.

### The Role

#### Diary Management

- Accurate management of the Club diary covering matches, competitions, visiting golf groups and social functions. This requires liaison with members, societies, other golf clubs and visitors regarding bookings for golf, matches, meetings, functions, and other events.
- The preparation of all the information necessary for the annual publication of the club printed diary and fixture book and arranging publication, checking proofs and the subsequent distribution of copies to members.
- Prepare weekly event schedule and lead weekly event/dairy briefing meetings to ensure the smooth running of all events.
- Updating of website to keep members informed of upcoming events.

#### Financial

- The prompt production of invoices for golfing groups.
- Monitoring the Club's bank account to ensure that deposits, and invoiced bills are being paid in a timely manner and following up with event organisers if not.
- Undertake the administration of the annual renewal of subscriptions from invoice generation, processing, and reconciliation.
- Communication with match managers for home and away team sheets and charging members accounts for the match fees.

#### Golf

- Administer all arrangements with society and member group bookings within the parameters set by the Board including enquiries, bookings, receiving deposits, allocating tee times, catering arrangements, the gathering of final numbers, any dietary requirements and menu options and subsequent correspondence.
- Act when required as the society/groups first point of contact ensuring that all arrangements are in place and that participants receive a warm and friendly welcome.

- Maintain detailed records of visiting golfing groups for statistical & marketing purposes.
- Assisting with ensuring that members and visitors are aware of, and observe, the Club Rules and Byelaws regarding tee-times, general conduct and dress.
- Assisting in the preparation for, running of and completion of Club competitions not covered by the Professional's Shop ensuring that all departments are aware of the details and their involvement in the events.
- Dealing with queries on WHS.
- Coordinating arrangements for Club matches with the relevant match managers and communicating these to the clubhouse staff.

## **Membership**

- Acting as an initial point of contact for membership enquiries.
- Accurate maintenance of the 'Membership Applications' database.
- Administer the membership recruitment process in accordance with the Club's application process, maintenance of member records, waiting lists, locker and trolley allocations and be point of contact for new members from enquiry to membership offer.

## **Other Duties**

- In the absence of the General Manager ensuring the smooth day-to-day running of the Club & briefing him on any pertinent matters on his return.
- Dealing with member and general enquiries in person, general correspondence and acting as a filter for the General Manager.
- The preparation of reports and other accompanying documentation to be distributed to meetings or the membership.
- Implementing Club policy and standards as directed by the General Manager and promoting the Club in a professional manner at all times.
- To initiate, plan and deliver projects in conjunction with the General Manager.
- Management of the Club's website content and social media channels. Lead and manage internal and external marketing. An emphasis on content generation is key to success.
- Assisting with the organisation of the Club's social functions.
- Maintain records of competition winners and arrange for the engraving of Trophies, updating of honours boards and the purchase of competition prizes.
- Annual General Meetings and Special General Meetings may require assistance in the preparation for and attendance to take notes and assist generally.
- Attend Captains committee meetings and support the committee as required.
- Engage in personal professional development through the GCMA & CMAE.

- Assisting with ensuring compliance with all Statutory and Local Government Regulations, including Health and Safety regulations.
- Undertake secretarial and such other tasks as may be reasonably requested by the General Manager and Office Bearers of the Club.

The role is all embracing and diverse. The duties referred to above are designed to give a measure of the tasks involved but is not necessarily exhaustive and you will be expected to perform different tasks as necessitated by the changing demands of the role and the overall business objectives of the Club.

The above job description is accepted for the purpose of performance assessment.

Signature: \_\_\_\_\_ Dated: \_\_\_\_\_