**Job Title:** Club Secretary & General Manager
**Location:** Coxmoor Golf Club, Nottinghamshire
**Reports to:** Chairman of the Management Committee
**Hours:** Full-time, flexible (including occasional evenings and weekends)
**Salary:** Competitive, dependent on experience

**About Coxmoor Golf Club:** Founded in 1913, Coxmoor Golf Club is a prestigious, member-owned club situated in Nottinghamshire. Recently elevated into England’s Top 100 courses, the club features a new state-of-the-art clubhouse opened in 2019 and has undergone significant course enhancements over the past 12 years.

**Role Overview:** The Club Secretary & General Manager will oversee daily operations, manage and lead staff, ensure financial stability, maintain high-quality facilities, and deliver an exceptional member and visitor experience. The successful candidate will demonstrate a hands-on approach, fully committed to supporting the club’s objectives and policies set by the Management Committee.

**Key Responsibilities:**

**Operational Management:**

* Oversee and manage the daily operations of Coxmoor Golf Club.
* Ensure the highest standards of customer service for both members and visitors.
* Manage club facilities proactively, ensuring consistent quality and upkeep.
* Comply with all club policies and decisions established by the Management Committee, ensuring they are effectively communicated to members.

**Leadership & Staff Management:**

* Manage, motivate, and support the staff team to achieve their defined objectives.
* Conduct regular staff appraisals, setting clear and measurable objectives aligned with club goals.
* Ensure staffing schedules adequately support operational demands, including peak periods.
* Promote a positive, respectful, and inclusive working environment.

**Financial Management:**

* Oversee club finances, including budget preparation, financial monitoring, and cost control.
* Regularly report financial status to the Management Committee, advising on adjustments as required.
* Ensure accurate financial record-keeping and compliance with all statutory and club regulations.

**Compliance & Governance:**

* Ensure total compliance with health & safety regulations, licensing requirements, and legal obligations.
* Maintain and update club policies, ensuring adherence and awareness amongst staff and members.

**Communication & Committee Liaison:**

* Actively participate in all Management Committee meetings and relevant sub-committee meetings.
* Prepare agendas, take minutes, and distribute meeting records promptly.
* Regularly liaise with the Chairman and other sub-committee heads, providing necessary operational reports.

**Membership & Visitor Relations:**

* Be visible, accessible, and approachable to members and visitors.
* Efficiently resolve any issues or requests from members and visitors, ensuring excellent customer service.
* Proactively seek opportunities to enhance member and visitor satisfaction.

**Promotion & Club Representation:**

* Represent Coxmoor Golf Club positively at all times, ensuring staff uphold similar standards.
* Attend Golf Club Managers Association (GCMA) meetings and industry events to remain updated with trends and best practices.
* Promote and market the club proactively using different marketing channels, working collaboratively on membership growth, deliver revenue growth, drive revenue-generating opportunities and deliver to defined financial targets.

**General Responsibilities:**

* Demonstrate flexibility, prepared to undertake various tasks as required, including practical duties such as serving food, clearing up, or assisting with maintenance tasks.
* Recognize the role demands significant flexibility, beyond typical office hours, reflecting the operational requirements of a prestigious golf club.

**Skills & Attributes Required:**

* Exceptional interpersonal and communication skills.
* Strong leadership and team management abilities.
* Proficient financial acumen and budgeting skills.
* Hands-on, flexible, and proactive approach.
* Commitment to continuous improvement and operational excellence.

**Benefits:**

* Competitive salary and pension package.
* Subsidised meals.
* Access to the club’s golf facilities.

Coxmoor Golf Club is committed to providing equal opportunities for all applicants.