



Job Description

Club:	Halifax Bradley Hall Golf Club
Position:	General Manager
Reports To:	Chairperson & Board of Directors
Direct Reports:	Head Greenkeeper, Catering Manager, Bar Manager, Head Professional & Bookkeeper

Overview of Position:

Founded in 1907, Halifax Bradley Hall Golf Club offers a blend of moorland and parkland holes, creating a golfing experience that consistently exceeds expectations. The Club has a proud reputation for hosting regular Union and County events, reflecting the quality of both our course and clubhouse facilities a Grade II listed building.

The General Manager will oversee the day-to-day leadership and strategic management of the Club, working in partnership with the Board and departmental managers across golf, bar, catering, and greens to ensure members, guests, and visitors receive an outstanding experience.

Key Areas of Responsibility:

Facility & Operational Management:

- Ensure all Club facilities and operational areas are properly maintained and managed to meet member and guest needs.
- Oversee day-to-day operations in line with Club policies, byelaws, rules, and Articles of Association.
- Ensure full compliance with statutory obligations, including health and safety, fire safety, and licensing regulations.
- Maintain comprehensive and up-to-date insurance coverage to safeguard Club assets.
- Manage contracted services (e.g., cleaning, laundry, fire equipment, security) to ensure quality and value for money.
- Review and negotiate supply contracts regularly to achieve cost-effectiveness.
- Oversee clubhouse and grounds maintenance, ensuring both preventive and reactive work is undertaken.
- Line manages Heads of Departments and supports key Club events to ensure smooth and professional operations.
- Manage tenants, including tenancy agreements, conditions, and renewals.

People, Human Resources:

- Drive team performance by recognising achievement and addressing underperformance.
- Foster open communication to ensure clarity of objectives and transparency.
- Lead recruitment and onboarding, providing support and guidance to new staff.
- Support staff development, welfare, and training needs.



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- Ensure ethical, legal, and compliant recruitment practices.
- Maintain appropriate staffing levels to meet operational demands.
- Manage weekly staffing rotas to ensure adequate shift coverage.
- Keep accurate staff records on hours, holidays, and attendance.

Financial:

- Take full responsibility for achieving the Club's annual budget and ensuring financial stability.
- Collaborate with the Bookkeeper and Financial Director to maintain accurate accounting records.
- Oversee the preparation and auditing of the Club's annual accounts.
- Ensure timely production of monthly management accounts, including profit and loss statements and balance sheets.
- Present monthly financial reports (including bar, catering, and course expenditure) at Board meetings.
- Manage cash receipts and ensure all banking arrangements are controlled and reconciled.
- Maximise returns on the Club's cash balances through effective financial management.
- Act as a joint signatory for the Club's bank accounts and oversee special event accounts.
- Liaise with auditors and respond promptly to any Board queries regarding financial statements.

Communications, Sales & Marketing:

- Manage membership sales and retention activities across all categories and facilitating pathways for new and returning golfers.
- Support committees in delivering all Club competitions, taking the lead role when required to ensure successful event management.
- Plan the annual golfing calendar, scheduling club matches and inter-club knockouts to create a balanced and engaging program for members.
- Plan and oversee the delivery of the Club's Open Event schedule, ensuring events align with the Club's goals and attract strong participation.
- Oversight of Member records and handicapping system.
- Regularly communicate with members through newsletters to keep them informed of upcoming events and developments within the Club.
- Utilize social media platforms to create targeted content that promotes the Club's events, membership opportunities, and brand.
- Oversee the annual membership renewal process, ensuring timely and accurate management of renewals.

Membership, Customer Service:

- Lead and manage the service team to deliver exceptional customer care.
- Ensure every member and guest receives a warm, professional, and welcoming experience.
- Build and maintain strong relationships with members to foster community and belonging.
- Act as a primary point of contact, resolving member issues promptly and effectively.



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- Implement and monitor service standards to maintain high-quality delivery.
- Gather and act on member feedback to continuously improve the service experience.
- Promote a team culture of professionalism, accountability, and collaboration.
- Support and participate in major Club events to ensure seamless execution.
- Train and mentor team members to uphold the Club's service ethos.
- Monitor and review customer service performance, addressing gaps proactively.

Strategic:

- Work closely with the Board to develop and deliver strategic goals, contributing to the long-term planning and success of the Club.
- Prepare for and attend all Board of Management and Committee Meetings, ensuring agendas are created and minutes are accurately recorded and circulated.
- Assist in implementing the decisions made during Board meetings, ensuring follow-through on action items and strategies.
- Build and maintain strong relationships with other Club Secretaries, as well as with County and National Golf Unions, fostering collaboration and information sharing.
- Regularly review and stay up to date with best practices in golf club and course management, integrating new insights into Club operations.
- Facilitate the implementation of strategic initiatives and ensure they are tracked and evaluated for progress against long-term goals.

I hereby confirm that I have read, understood, and acknowledge the contents of this job description.

Signed: _____

Name: _____

Date: _____