

CGQL GENERAL MANAGER JOB DESCRIPTION

Overview

The General Manager is responsible for overseeing and providing day to day direction in all aspects of the Club facilities including course liaison, food and beverage, accounting/budgeting, human resources and information management and technology. He/She will ensure the management of the Club is compliant with our Contracts, Statutes, Internal Regulations and Rules of the Club and in accordance with the directions and policies of the Executive Board.

Reporting Procedure:

The General Manager shall report to the Chairman of the Executive Board and shall also assist other members of the Executive Board and Chairpersons of Club Committees.

Areas of responsibility:

The following paragraphs are intended to provide some details of the General Manager's responsibilities, but they are not intended to be a complete and exclusive list.

Staff and Management thereof:

The General Manager shall agree with the Executive Board on the level of both permanent and temporary staff. In connection with staff the GM will be responsible for:

- The recruitment of staff
- Appropriate training in accordance with legal requirements
- The preparation of contracts of employment and job descriptions.
- Recommendation of starting salaries and annual reviews to the Executive Board
- Annual performance reviews of each member of staff which are to be discussed with staff and notes kept on staff personnel files.

In addition to the employed CGQL staff, the GM will also be responsible for:

- * The management of the Bar and Catering Franchisee.
- * The cleaners utilised by the Club.

Technology:

The GM will be responsible for recommending and the implementation of suitable hardware and software to meet the needs of a prestigious golf club.

This will require the GM to have the necessary skills to keep the software up to date and have the experience to select suitable suppliers.

Adequate security protocols and back up procedures are to be in place and maintained.

The Club's systems must be compatible with those of Sociedade do Golfe da Quinta do Lago SA (SGQL) where necessary and appropriate.

Appropriate action must be taken to ensure that the Club complies with national legislation relating to Privacy and Data Protection requirements.

Financial Accounts and Budgets:

The GM shall with appropriate input from the Club Finance Director

- Prepare a budget for the year ahead including a recommendation on the level of subscriptions necessary to fund the Club's expenses and expected/proposed capital expenditure for the following year.
- Annually update the 3-year plan of expected/proposed capital expenditure.
- Ensure the timely preparation of monthly/quarterly management accounts incorporating comparisons with budget and cash flow projections.
- Ensure that the Annual Accounts are prepared in time for the annual audit so that they can be circulated to Members to fit in with the timetable for the AGM.

Financial Control Measures:

The General Manager shall ensure that the Club maintains a control framework and related accounting policies which ensures the

- Control of cash flow and the timely collection of annual subscriptions and payment of all liabilities including suppliers' invoice promptly in accordance with agreed terms and conditions and that periodic reviews of major supply contracts are carried out and procurement processes are in place and adhered to.
- Oversee payment of all staff salaries and properly account for local taxes and any necessary annual returns.
- Ensure that all cash collected for competition entries are reconciled and banked in a timely manner.
- Introduce and manage credit payment facilities.

General:

- Liaise with and develop good working relations with the Club's Bankers
- Ensure that the Club's insurance cover is appropriate and that policies are reviewed annually and renewed punctually.
- Ensure that regular contact is maintained with the Club's accountants and Auditors and that they are provided with all necessary and appropriate information.
- Always ensure that the Club operates within the parameters set out by any applicable Portuguese/relevant law.

ASSET MANAGEMENT

- The GM shall be responsible for ensuring that the Club's assets are maintained. In particular, the Club House is to be regularly inspected, and recommendations put forward for any necessary repairs and/or maintenance.
- Ensure prudent management of the Club's surplus cash resources.
- Maintain an inventory of the Club's assets including fixtures and fittings.
- Ensure that the Club's golf trolleys are fit for use and regularly maintained.

- Ensure that the Club's assets are adequately insured.
- Ensure that the appropriate arrangements are made in relation to security arrangements for staff, members and club assets.

GOLF

Competitions and Members Handicaps:

- Handicaps and records thereof shall be maintained by the GM and ensure the appropriate liaison is conducted with the Portuguese Golf Federation and the Club's Handicap Secretary.
- Handicaps are to be adjusted immediately after Club competitions.
- Ensure that members are aware and encouraged to submit "away" scores so that members handicaps are up to date.
- Ensure that the Club's computer systems can administer handicap records.
- The GM will, with appropriate input from the Club Captain and Lady Captain, organise all Golf Club Competitions including competition draws, score cards, tee times and start lists and ensure the information is published in a timely manner including the results of such competitions.
- Arrange fixtures for the Algarve Inter Club League in conjunction with the appointed captain of the League Team and ensure compliance with the League regulations for home and away games.
- Assist with the running of National Day Golf competitions and other events such as Gala Week and Club Championships.
- Ensure that prizes are available for all competitions and that the stock of prizes is maintained and controlled.

Management and Administration of Tee Times:

- The GM shall be responsible for ensuring that the Club's software for booking tee times is fit for purpose and compatible with the system used by SGQL.
- Tee times for all Club Competitions including Club matches shall be reserved by the GM.
- The policy relating to members booking tee times shall be open to review, but any changes must be agreed by the Executive Board.
- The GM is responsible for the oversight of the arrangements relating to Member's guests.

GOLF COURSE

- The GM, together with the nominated Executive Board Director, shall liaise with both SGQL and its Director of Golf to ensure good relations and ensure that the courses are kept to a requisite standard.
- Ensure that tee times are in accordance with the multiple agreements between CGQL and SGQL and QDLSA (Quinta do Lago SA).
- From time to time and when necessary, take action to ensure Members respect the golf course and the requisite pace of play.

CLUB COMMITTEES

The GM is required to organize all AGMs/EGMs, Executive Board Meeting and Golf Committee Meetings including circulation of Agendas, and production of accurate minutes for circulation and approval in a timely manner. The GM is expected to attend these meetings.

In addition, the GM may be asked to attend other committee meetings associated with the running of the Club, such as House, Course Liaison, and Buildings when appropriate.

House

- The GM shall be responsible for ensuring that the premises are maintained in a suitably good condition and that throughout the premises and specifically that the franchisee maintains appropriate legal and hygiene standards in the kitchen areas so that health and safety and fire standards are complied with and that any necessary documentation is maintained in accordance with Portuguese legislation.
- The GM shall work closely with the Chairperson of the House Committee relating to but not exclusively the following:
- Continuously review the quality and efficiency of the franchisee's performance and that the terms and conditions of the franchise agreement are being adhered to.
- Review on at least an annual basis the prices being charged for food and beverages.
- Prepare a budget for both capital and revenue for the House Chair.
- Ensure that all relevant licenses are obtained and renewed.
- Liaise with the House Chair and Captains to ensure that Club functions are efficiently managed and that all event organisers are aware of all H&S requirements.

GENERAL

- The GM shall liaise and maintain good relations with the Club's suppliers, its Lawyers, Bankers, Accountants and any other professional advisors.
- Regular contact is to be maintained with SGQL and be involved with any negotiations between the Club and SGQL.
- The GM should become fully conversant with the various contracts between CGQL, SGQL and QdLSA regarding Titles, waiting lists to buy or sell, and the allocation of tee-times.
- Ensure that the administration of the Club is conducted in an efficient and secure manner and that any local and national laws are complied with, including employment law.
- In respect of membership matters the GM shall ensure that members personnel records are up to date and secure, applications for membership are dealt with efficiently as are membership certificate transfers.
- The GM shall ensure that guidance documents such as Captains Procedures, committee terms of reference and new members induction manuals are reviewed and kept up to date.

- The GM shall liaise with the Executive Board and play a prominent part in the negotiation and subsequent administration of any Sponsorship agreements.
- The GM together with the Club Captains shall ensure the timely publication of the weekly Newsletter.
- The GM shall be responsible for ensuring the security of Club Merchandise and the maintenance of appropriate stock levels.

REQUIRED EXPERIENCE AND SKILLS

- Preferably a University/College/PGA/GCM recognized qualification and a significant amount of experience in a similar role.
- Languages – Portuguese and English.
- Working knowledge of employment law (preferably Portuguese), licensing laws, H&S legislation and risk management.
- Sound knowledge of the Rules of Golf and the WHS Handicapping System.
- Excellent interpersonal and people management skills, both verbal and written.
- Good understanding of management accounts, and experience of working with outside accounting agencies.
- High level of IT literacy including working knowledge of social media and website content management.
- Willingness to work flexible hours to meet the demands of the position.
- An understanding and appreciation of the traditions and expectations of a member's club.