

Operations Manager

Job Description

Sandwell Park Golf Club

Job title

Operations Manager

Reports to

Managing Consultant

(Board oversight where required)

Location

Sandwell Park Golf Club, Birmingham

Hours

Full-time, including weekend and evening work as required

Purpose of the role

The Operations Manager is responsible for coordinating and overseeing the daily operational functions of Sandwell Park Golf Club. Working from the professional shop, the role ensures smooth communication between departments, supports the effective running of the course and clubhouse, and helps deliver a consistently high-quality experience for members and visitors.

The role provides operational leadership, staff coordination and health and safety oversight, while acting as a central point of contact across the club's facilities.

Key responsibilities

Club operations

- Oversee, plan and coordinate the daily operations of the Club
- Act as the operational link between the professional shop, clubhouse and the Course Manager
- Monitor standards across the Club, ensuring consistency, presentation and professionalism
- Assist with opening and closing procedures where required
- Support the management of visitor and member flow, competitions, and day-to-day golf activity

Staff management

- Manage staff rotas across relevant departments to ensure adequate cover
- Maintain communication with all teams to ensure smooth daily operation
- Support, motivate and help coordinate staff to achieve strong service and operational standards
- Assist with staff training, development and reinforcement of expectations

Health and safety

- Ensure all health and safety legislation, club policies and compliance requirements are followed
- Maintain accurate health and safety records, logs and inspection documents
- Support regular checks on facilities, equipment and clubhouse presentation
- Assist with incident reporting and liaise with contractors when required

Course and on-course coordination

- Work closely with the Course Manager to manage day-to-day on-course operational needs

- Help coordinate resources, manpower and golf course access, especially during busy periods
- Ensure clear communication with staff on course conditions, restrictions and maintenance schedules
- Assist in managing signage, traffic control, event support and tournament logistics

Communication and reporting

- Provide regular updates to the Board and management on operational priorities
- Highlight challenges, risks or resource issues in a timely manner
- Ensure consistent communication between departments and maintain smooth workflow across the Club

Member and visitor experience

- Promote a positive, welcoming and professional atmosphere at all times
- Support the delivery of a high-quality experience for members, visitors, societies and event guests
- Assist with managing enquiries, problem resolution and member communication where appropriate

Administrative responsibilities

- Support operational administration including record keeping, rostering systems and compliance documentation
- Assist with Club systems including ClubV1, BRS and internal communication tools
- Prepare operational updates and reports as directed by the Managing Consultant

Person specification

Essential

- Strong understanding of golf club operations or experience working within a golf environment
- Excellent organisational and communication skills
- Demonstrable leadership qualities with experience managing or coordinating staff
- Ability to work independently, take initiative and manage multiple tasks
- Proactive, reliable and able to work under pressure
- Good IT literacy and ability to learn operational systems

Desirable

- PGA accreditation or recognised golf club management training (GCMA, CMAE, or equivalent)
- Experience using ClubV1, BRS or similar golf administration systems
- Experience in hospitality, sport or leisure-based operations
- Practical understanding of health and safety requirements

Working style and expectations

- Hands-on operational involvement across the club
- Member-focused approach with strong service values
- Comfortable working outdoors and indoors depending on operational demands
- Flexible attitude towards working patterns, especially during peak golf periods