



Job Description

Club: Diss Golf Club
Position: General Manager
Reports To: Chair of the Board of Directors

Overview of Position:

The role requires a close partnership with the Chair, Board Directors and Club Committee to support the development of the Club's strategy and to ensure the achievement of the Club's overarching goals and objectives. As the individual holding full responsibility, you will oversee the day-to-day operations of the Club, ensuring all departments align with the strategic vision. You will have line management duties, supervising a diverse team, including the Heads of Department (Club Manager, Course Director, Catering Manager, and Golf Manager), guiding them towards excellence and operational efficiency.

Your leadership will be characterized by enthusiasm, inspiring staff and creating a welcoming, positive atmosphere for all members and visitors. As a key member of the Team, you will continually seek innovative ways to enhance the experience for both members and staff, fostering a strong sense of pride in the Club. Additionally, you will represent the Club in the golfing community, acting as an ambassador to uphold and enhance its reputation.

Key Areas of Responsibility – working with the Heads of Department and delegating as appropriate.

Facility & Operational Management:

- Ensure that all operational areas within the Club are properly maintained and managed to meet the needs of members and guests.
- Oversee the day-to-day management of the Club, ensuring adherence to relevant policies, by-laws, rules, and the Club's Articles of Association.
- Act as Personal License Holder, ensuring all aspects of Club operations comply with legal and regulatory requirements.
- Ensure the Club's insurance is comprehensive and up to date, providing adequate coverage to protect its assets.
- Manage all contracted services, including laundry, cleaning, fire equipment, and security servicing, ensuring value for money.
- Regularly review and scrutinise all supply contracts to ensure the Club is getting the best value for its expenditure.
- Oversee the upkeep of the clubhouse and surrounding areas, ensuring preventive and reactive maintenance is undertaken.
- Manage monthly stock takes to ensure proper inventory control and minimise waste.
- Attend key Club events, providing support and ensuring smooth operations.
- Line manage Heads of Departments (HODs) to ensure their teams perform to the highest standards.

People, Human Resources:

- Ensure the optimal performance of team members by recognising high achievers and addressing underperformance effectively.



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- Foster regular communication across teams to ensure full understanding and transparency of the Club's objectives and performance.
- Actively participate in the recruitment and onboarding process, ensuring all team members receive proper support and guidance, together with appropriate Job Descriptions and performance review.
- Support the ongoing development and welfare of team members, ensuring they have the resources and training needed for success.
- Oversee ethical and legal recruitment practices, ensuring compliance with Right to Live & Work laws and conducting thorough reference checks.
- Maintain proper staffing levels at all times, ensuring the team is equipped to meet demands.
- Create and manage weekly staffing rotas, ensuring shifts are adequately covered.
- Maintain accurate records of staff hours, holidays, and attendance, ensuring all data is up to date and available when needed.

Financial:

- Support the Board in developing the annual budget and 5-year plan.
- Take full responsibility for achieving the Club's annual budget and ensuring financial stability.
- 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, including handling the waiting list and facilitating pathways for new and returning golfers.
- Deliver an appropriate public profile for the Club using traditional and social media to support membership and visitor recruitment.
- Support committees in delivering all Club competitions, ensuring 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.
- Actively participate in various sub-committees, providing insights and support for Club activities and initiatives



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Membership, Customer Service:

- Lead and manage the service team, ensuring high standards of customer care and a seamless, professional experience for all members and guests.
- Create a personal and welcoming atmosphere by ensuring team members greet every guest with warmth, professionalism, and enthusiasm.
- Build and nurture professional relationships with members, fostering a sense of community and belonging within the Club.
- Act as a point of contact for members, resolving any issues promptly and ensuring a positive experience at all times.
- Implement and monitor service standards, ensuring all team members consistently meet or exceed expectations.
- Regularly engage with members to gather feedback, using their insights to improve the overall service experience.
- Foster a team culture of professionalism, accountability, and collaboration to enhance the overall service delivery.
- Actively participate in major Club days, playing an integral role in the execution and success of high-profile events and member activities.

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 Directors (acting as Company Secretary) and Club 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.
- Maintain active involvement in the Golf Club Managers Association to stay informed on industry developments.
- Build and maintain strong relationships with other Club Secretaries, as well as with County and National Golf Unions, fostering collaboration and information sharing.
- Provide support and advice to the Board on matters relating to governance, policy, and Club management.
- 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 specification.

Signed: _____

Name: _____

Date: _____