**Llantrisant & Pontyclun Golf Club**

**JOB DESCRIPTION**

**Job Title**: **Golf Club Manager**

**Hours:** 35 hours weekly on average. The post holder will be required to work additional hours at peak times during the year to meet the needs of Llantrisant & Pontyclun Golf Club

**Report to: The Golf Club Captain and President**

**Location:** Primary Location will be at Llantrisant & Pontyclun Golf Club

**Main Duties & Key Responsibilities**

**Staff responsibilities and supervision**

Act as a line Manager for the franchisee and all staff employed by the club. Ensure that each perform their duties in accordance with job descriptions and contracts of employment.

**Key Objectives**

* To provide facilities and services for members consistent with policies as agreed with and defined by the Management Committee
* To have overall responsibility for the running of the administration of the Club and its premises
* To produce all documentation in order to deliver monthly and annual Management Accounts, bank and VAT reconciliations and offer budgetary compliance
* To actively promote and grow golf membership, in conjunction with the Club Professional, positively seeking ways to address under-represented groups
* Be responsible for ensuring compliance with all legislative requirements
* To ensure effective communication between committees, partners, stakeholders and members

**Administration**

* Manage the provision of all office services, including IT telephony and current Golf systems, specifically Club V1 and BRS
* Organise all AGM/EGM, Management Committee meetings and any other meetings as directed, including circulation of agendas and producing accurate and timely Minutes for approval and later circulation
* In liaison with the Club Professional, Bar Manager, Caterer, Competitions Working Group and Greens Staff, arrange and effectively manage Society and Visitor bookings in order to provide a positive experience at Llantrisant & Pontyclun Golf Club
* Collate data with a view to productively promote growth
* Ensure efficient and cost effective purchasing

**Finance, Accounting and Financial Management**

* To effectively operate accounting software at an administrative level to point of reconciliation in accordance to the recommendations of the clubs accountants and treasurer
* In conjunction with the Management Committee develop and fully implement the Club’s annual budget
* Monitor all expenditure on a day to day basis and ensure that the budget is being complied with and wastage is at a minimum
* Compile accurate and timely salary information for our parole partners
* Be responsible for the management of staff salaries and the accounting for PAYE and NI contribution, including administering staff pensions
* Ensure that the club’s tax affairs are dealt with effectively, liaising with external accountants when required
* Ensure timely payment of all properly authorised bills and accounts, in an efficient and professional manner

**Personnel**

* Maintain personnel records ensuring that contracts of employment, job descriptions and employee details are up to date
* Record any instances of complaint against any employee. Record full details of any disciplinary action taken against any employee
* Carry out annual staff appraisals, with KPIs as appropriate, and deal with any issues arising
* Maintain records of hours worked according to the relevant policies, and any unauthorized absence from work. Record any sickness by any employee and if necessary conduct “back to work” interviews to identify and act upon any issues arising

**Marketing**

* Ensure that the Club’s social media accounts are current and reflect any promotions and news items to sell the Club effectively to members and visitors
* Maintain and update a dynamic Club website which promotes the Club in a positive manner
* Produce a monthly newsletter for the information of all members, highlighting current news, results and forthcoming events

The post holder will carry out other administrative, financial and management tasks as may arise from time to time as directed by the Management Committee. The above principal duties and responsibilities do not include or define all tasks which may be required to be undertaken.

**Person Specification**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Attainment** | - A level or equivalent experience | - Appropriate Golf Club Management qualification |
| **Knowledge** | - Understanding of the game of golf, and club structures  - Ability to work with a range of people both  internal and external to the organisation and  develop relationships  - Able to solve problems within area of work  - Experience of using social media platforms in a professional capacity | - Club management & operations  - Health & Safety legislation  - Data protection requirements (including GDPR) |
| **Skills** | - Highly organised and able to develop effective processes for delivery  - Highly developed communication and interpersonal skills with the ability to negotiate and influence others and resolve situations  - Able to plan strategically, developing long and short-term goals and working to deadlines  - Accurate and thorough approach  - Customer focused approach  - Able to delegate and devolve responsibility, motivate, mentor and line manage colleagues  - Proven appropriate experience and evidence of successful resource and financial management, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures  - Strong performance management ethos with extensive experience of reviewing and improving business functions and services  - Looks ahead in order to develop, improve and maintain clear outcome based strategies. | - Appropriate I.T. skills, including use of all Microsoft packages and relevant experience of intranet/website use  - Experience of developing a positive performance based culture  - Experience of organising training for staff. |
| **Competencies/ Behaviors** | - Reliability, honesty and integrity  - Able to self-motivate and work independently or as part of a team  - Excellent time management skills and the ability to prioritise work effectively  - Flexible and motivated team member  - Encourage attitudes and behaviors that respect and value diversity and promote equal opportunities.  - An enthusiastic and effective ambassador for the club. |  |
| **Relevant Experience** | - Prior work in leisure or golf related industry  - Management and Administration positions  - Sports development or club management & operations work with experience of managing others  - High level of commercial acumen and ability to deliver within agreed budgets | -Experience at more than one golf club  - Experience of managing significant change |