



CLUB MANAGER: JOB DESCRIPTION

Reports to:	Captain and Board of Peebles Golf Club “the Club”. The Captain will act as the Club Manager’s line manager
Liaison with:	Committee members, sub-committees and other volunteer post holders
Direct Reports:	Club Professional, Administrative Assistant, Bar Supervisor, Franchise Caterer, Senior Greenkeeper

Main purpose of the job

1. To have executive responsibility for all aspects of the administration of the Club and its premises within the framework of the Club’s Business Plan, policies, procedures and budgets.
2. To action decisions from the Board in a timely, professional manner and to provide support as well as monthly and other reporting to ensure delivery of key Business Plan milestones.
3. To achieve high performance from all staff by utilising effective leadership and management techniques.
4. To bring industry best practice to all areas of the Club’s activities and play a pivotal role in delivering the Club’s operational, financial and strategic goals.
5. To provide good communication to the club’s members and other key audiences.
6. To be the first point of contact for members and visitors and to promote the Club externally and internally in a professional and friendly manner, enhancing the reputation of the Club.
7. To manage all aspects of the running of the club on a day to day basis.
8. To oversee the Club’s financial reporting and controls in conjunction with the Club’s External Accountant.

Key areas of responsibility

Marketing

- i. In conjunction with the Marketing, Membership and Visitor sub-committees, initiate and deliver activities to attract new members and to increase the number of visitors in line with the Club Business Plan.
- ii. Manage the Club website and ensure that it provides up-to-date, relevant and interesting content for members and visitors.

- iii. Promote the Club through local and national media relationships and other partner networking opportunities.
- iv. Work in partnership with the Professional, Caterer and local tourism partners to create and effectively market attractive visitor and society day packages.
- v. Increase revenue from sponsorship through developing relationships with new and existing partners, both locally and regionally.
- vi. Work with local tourism partners to promote Peebles Golf Club as one of the region's leading golf destination and position the Club as a key part of the town's growing tourism offering.

Communication

- i. Manage the club's digital communication with members and visitors, including e-newsletters, e-mail updates and social media, embracing fresh ways of improving communication as opportunities arise, with supporting from the marketing convenor.
- ii. Manage communication within the clubhouse, including keeping notice boards up-to-date and relevant, ensuring competitions, social events and other club activities are promoted.
- iii. Manage communication with the Captain, Board and Committee, ensuring regular and timely updates of all matters of importance affecting the well-being of the Club and its members,
- iv. Act as a reliable and informative point of reference to members on Club and golf matters.
- v. Obtain and interpret regular feedback from members and visitors concerning all aspects of the Club's operation.
- vi. Build and maintain beneficial relationships with Scottish Golf Limited, local golf clubs and other industry organisations and as appropriate

People management and leadership

- i. Manage the recruitment, training and development of the Club's staff.
- ii. Ensure consistent high standards of staff performance through the use of effective performance management techniques. This will include the provision of ongoing direction and the setting and monitoring of clear goals and targets for all staff.
- iii. Liaise with the House Convenor, Bar Supervisor and Franchise Caterer to ensure that the bar and catering offer good quality customers service meeting member and visitor expectations in a profitable manner.
- iv. Work closely with the Club Professional to maximise the benefits of his services to members and visitors.
- v. In conjunction with Senior Greenkeeper, ensure that the course and course plan machinery are maintained and developed in line with Club's Business Plan and the directions of the Board.
- vi. Chair regular meetings with all Direct Reports to ensure a co-ordinated, welcoming and informative service is provided to members and visitors.
- vii. Ensure that acceptable standards of behaviour are adhered to on Club property.

Administration

- i. Manage the Club's administration in a structured and efficient manner including subscriptions, invoicing, member events, committee meeting minutes and communication.
- ii. In conjunction with the Match and Handicap sub-committee, coordinate the fixtures and events programme including sponsorship and publication of the annual Club handbook.
- iii. In conjunction with the House Convenor, ensure that the Club's property assets are maintained to a high standard. Regular reviews will identify maintenance and investment requirements for prioritisation and approval by the Board.
- iv. Actively support Board and Committee meetings seeking to identify, recommend and deliver improvements and efficiencies to aid the finances and the operation of the Club.
- v. Control all insurance and security issues ensuring that all risks are adequately covered (Key Holder position).
- vi. Ensure compliance with all statutory and local government legislative requirements including but not limited to Licensing, Health & Safety, Employment.
- vii. To maintain and update the Club's policies and procedures as appropriate.

Finance

- i. Actively participate in the preparation of the Club's ongoing Business Plan and Annual Budget.
- ii. In conjunction with the Finance Convenor, monitor actual performance and key variances with monthly reports to the Committee / Board.
- iii. Ensure regular stocktakes are conducted with investigation of material variances.
- iv. Ensure financial processes and controls maximise cashflow for the Club through prompt invoicing, credit control and banking.
- v. Ensure that the purchasing of revenue and capital items is controlled and documented; seeking best value for the Club at all times.
- vi. In conjunction with the appropriate Committee member(s), project manage the delivery of capital projects in line with the agreed Business Plan and Budget.
- vii. Reconcile and control all of the Club's income streams – Bar, Membership Subscriptions, Green Fees and Sponsorship.
- viii. In conjunction with the Club's External Accountant ensure that all period end reporting deadlines are met.
- ix. Provide monthly payroll data to the Club's External Accountant and check outputs
- x. Ensure that VAT and PAYE \ NI amounts due to HMRC are submitted by the due dates.

Junior Development

- i. To support the club's junior section and ClubGolf programme through co-ordination with the junior sub-committee and Professional.
- ii. To liaise with the local schools to ensure regular promotion of the Club to potential junior members and their partners.
- iii. To support the Junior Convenor with the management of the junior membership database and junior membership packages.

Essential Skills

- Leadership and good interpersonal \ people management skills
- "Hands on" flexible approach
- Good communicator – verbal and written
- Sound financial and commercial acumen
- Experience of business development and growing revenue streams
- Excellent IT skills – MS Office packages, social media
- Working knowledge of licensing law, employment law, health and safety legislation and risk management
- An appreciation of golf and the expectations \ traditions of a members club
- A willingness to undertake skills and industry training work with Scottish Golf and others (e.g. CMAE) – supported by the Club
- A willingness to work flexible hours to meet the demands of the position

Desirable skills

- A University \ PGA \ | College recognised qualification
- CMAE MDP qualification
- Sound knowledge of the Rules of Golf and the CONGU Unified Handicapping System
- Knowledge of website content management
- Clean driving licence

Location

The post will be based in the administration office of Peebles Golf Club.