



# **Rowlands Castle Golf Club**

## **Job Description – General Manager**

### **1. Job Purpose**

To manage and oversee the day to day commercial and golf operations at Rowlands Castle Golf Club (RCGC). To implement RCGC's Business Plan and support the Management Committee to ensure that RCGC is a modern, forward thinking, successful and sustainable golf club.

#### **Reporting to the Management Committee of the Club this will involve:**

- a) Planning resources and delivery of cost effective and efficient support services to the members of the Club, making optimum use of modern methods and technology.
- b) To have executive responsibility for the running of the administration of the Club, the course and premises, within the scope of the Business Plan and approved budget.
- c) Management of all staff at the Club, including the Assistant Secretary, Green staff, bar and catering staff and maintenance/cleaning staff. Exercise marketing and communication skills with the Club members and other key audiences, to promote the Club's membership, social membership and Open competition events.
- d) To ensure that RCGC is fully compliant with all legislative practices related to employment, health and safety, environmental, fire, liquor license, equal opportunities, safeguarding and risk assessment.
- e) To create and develop a short, medium and long term Business Plan.
- f) To develop and implement agreed strategies for growing the business including initiatives to support membership retention and recruitment.
- g) To be proactive in the promotion of RCGC to as wide an audience as possible to expand the reach and messages of the club.

### **2. Dimensions**

The annual average workload for the post is likely to include:-

- Annual General/Extraordinary Meetings.
- Annual subscriptions.
- Annual fixtures and diary.
- Monthly financial statements.
- Monthly Committee evening meetings.
- Competitions.
- Monthly financial budget summaries.
- Daily liaison and supervision of Club employees.
- Daily service to members.
- Regular support to The Captain, Treasurer and Officers of the Club.
- Regular liaison with main suppliers and contractors.
- Daily liaison with the Club Professional.

### **3. Administration and Support Services**

- a) Managing the provision of office services which includes:-
  - Finance and accounting computer software packages.
  - Office software.
  - Membership details and handicap records.
  - Communication facilities.
  - Filing, records and diary systems.



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- Stationery and office supplies.
  - Printing and copying facilities.
- b) Keeping all office systems under review in the light of technology and the Club's requirements and to make appropriate recommendations to the Committees.
  - c) Organising the arrangements, including marketing of the Club, for all competitions, visiting clubs, societies and players, ensuring collection of all entry fees, green fees and enforcement of day to day course limitations, standards of behaviour on the course and in the clubhouse.
  - d) Liaising with and arranging support and services from the Professional's shop as required.
  - e) Maintaining a system for the processing of applications for membership in accordance with the member category limitations agreed by the Management Committee.

#### **4. Finance, Accounting and Financial Management**

- a) To ensure that proper accounting records relating to the Club are maintained, enabling the Club's financial position to be ascertained at any time and that annual accounts are prepared and audited.
- b) To assist in the preparation of annual and monthly financial statements or budgets.
- c) To produce monthly financial statements for the Management Committee, including reports on income and cash flow, as required.
- d) To control all expenditure in accordance with approved monthly budget expenditure profiles or target limits and when appropriate liaise with the Committees.
- e) To ensure that all quotations for goods or works are provided in writing with works estimated to cost more than £1000 quoted for on the basis of a written description or specification, unless the quotation is from an established preferred contractor then at least two quotations must be obtained. To obtain authorisation for any single item of expenditure above £5000.
- f) To act as a joint signatory on the Club's bank accounts and to supervise the administration of any accounts required for social functions, major tournaments or other special events.
- g) To organise payment of all staff salaries and wages and properly account for PAYE and NI contributions and filing of relative annual returns.
- h) Arrange payment of creditors against authorised accounts, having regard to cash flow control and any available discounts.
- i) Ensuring tax implications are adequately considered in all business planning and decision taking processes and that the Club's VAT and Corporation Tax affairs are efficiently dealt with in conjunction with professional advisors, as necessary.
- j) To liaise with the Club's Auditors as necessary.
- k) To control and be responsible for, the security of all cash and other receipts and banking thereof, banking arrangements and the prudent maximisation of the return on available cash balances.

#### **5. Clubhouse and Premises**

- a) Managing the Club's premises which includes:-
  - The regular cleaning and maintenance of internal and external areas occupied or used by members.
  - Maintaining the fabric and security of the clubhouse buildings, storage sheds and outbuildings.
  - Maintenance of heating, power, lighting and water to the above buildings, including all fittings.
  - Ensuring adequate insurance cover for the buildings and contents (including valuable items such as trophies) is in force.
  - Ensuring compliance with all current Statutory and Local Government Regulations, including the Health & Safety at Work Act.



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- b) To assist the House Committee in identifying a programme of works, renewal or replacement of furnishings/fittings all within the approved budget.
- c) Regularly monitoring the bar and catering sales to provide summary information to enable brand or product performance to be evaluated.
- d) To ensure that the Club's Licences, including Bar and Gaming Machine Licenses, are maintained and adhered to, applying for bar extensions where necessary, and liaising with the House Manager as necessary.
- e) Organise monthly bar stocktaking and immediately implement any corrective actions needed to minimise losses.
- f) Monitoring bar prices to ensure gross profit margins are maintained at competitive rates and in accordance with policies laid down by the Committee.

### **6. Course and Land**

- a) Regular liaison with the Green Committee and Head Greenkeeper to programme improvement works agreed by the Green Committee and included in the approved budget.
- b) Weekly liaison with the Head Greenkeeper to discuss the programme of work and the staffing arrangements for the week and keeping staff records of work and overtime.
- c) Regular liaison with the Head Greenkeeper to ensure that standards of course maintenance are being upheld in accordance with the Course Policy Document.
- d) Ensuring that all course machinery and equipment is properly stored and maintained to ensure it is in safe working order and suitable records are kept in accordance with the appropriate regulations.
- e) Ensuring a medium to long-term replacement plan is in place for all major items of machinery or equipment and appropriate annual sums are submitted at the budget review stage.
- f) Ensuring that all Safe Working Practices are reviewed regularly, in place and being used and where appropriate that Risk Assessments are properly conducted and actioned accordingly.
- g) Ensuring the Club's insurance policy covers the fences to the course and that the boundary is identified and not a risk to the highway user.

### **7. Project Management**

- a) Directing and assisting as required all projects agreed by the Management Committee

### **8. Competitions**

- a) To assist, in the organisation and administration of competitions/matches and the collection of entry fees.

### **9. Other Management Tasks**

- a) To prepare for and attend all Committee meetings as directed, preparing agendas, ensuring that minutes are prepared and circulated and to ensure that decisions and requirements are implemented.
- b) To organise, with appropriate notices, the Club's AGM, and any EGM ensuring circulation of agendas and papers in accordance with the Rules and recording of minutes.
- c) To ensure the Club's Health and Safety Policy is implemented and to maintain the documentation and records in accordance with the current legislation.
- d) To assist the Club Captain with their functions and in carrying out their duties.
- e) To maintain informative communication on the Club's affairs and business with all key Officers.



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- f) To keep the Club's insurance cover under review, ensuring that assets and potential liabilities are properly protected.
- g) To maintain the Club's adopted Rules, Bye-Laws and Regulations and to implement the appropriate course Local Rules and any clubhouse rules.
- h) To maintain an active involvement in the Golf Club Managers' Association and National Golf Clubs' Advisory Association and keep pace with developments in golf club and course management. Also, maintain good relationships with other Club Secretaries and the County and National Golf Unions.
- i) To seek advice from an appropriate solicitors on any matters, as required.

### 10. Supervision

- a) The post holder will report to the Management Committee and will be expected to exercise initiative and responsibilities commensurate with the duties of the post.
- b) The post holder will maintain effective daily communications and direction with key staff (Head Greenkeeper, Assistant Secretary, House Manager, and Handyman) and any Franchise Operators or Contractors on the premises.
- c) Management of annual staff appraisals in liaison with other key staff to ensure that all appropriate appraisals are carried out on time and effectively.

### 11. General

- a) The post will be located at the Club offices.
- b) The post holder is required to hold a valid driving licence and have reliable transport available for occasional business use.