



CASTLETROY GOLF CLUB

ROLE OF GENERAL MANAGER

- Reporting to:** Chairperson, Board of Management (immediate Line Manager)
- Accountable to:** Board of Management
- Direct Reports:** Course Superintendent, Bar Manager and Office Staff.
Also responsible for managing the Club's Franchisees, including the Golf Professional and Catering Services.

SCOPE OF POSITION:

The General Manager, under the direction and support of the Board of Management, will be responsible for managing all aspects of the Club's day-to-day operational activities in a professional and efficient manner and to the highest standards. The appointed person will actively participate in the Club's future strategic development and play a key role in optimising the Club's full potential as one of Ireland's Top 100 clubs. They will liaise regularly and appropriately with members of the Board of Management, Golf Committees and various other sub-committees, franchisees, members, visitors, external subcontractors, and all other relevant stakeholders as may be required.

DUTIES / RESPONSIBILITIES:

- Manage the day to day running, administration and operations of the Club in a professional, efficient and effective manner and to the highest standards.
- Implement Board of Management policy and decisions in a timely manner.
- Play a key role in the development and ongoing implementation of the Club's Strategic Plan ensuring that all club functions and activities are consistent with its agreed strategic objectives, as determined by the Board of Management.

- Manage and oversee all financial activities of the Club and ensure that the necessary tendering and procurement systems and contractual arrangements are in place to ensure that the Club is achieving optimum value for money.
- Lead in the preparation and delivery of financial management accounts in a timely manner and the preparation of annual operational and capital budget plans as specified by the Board of Management.
- Provide regular membership reporting and analysis as required by the Board of Management.
- Ensure that all necessary internal controls are in place and operating effectively at all times.
- Manage capital projects and budgets as they arise.
- Ensure the proper and full ongoing maintenance of the golf course, clubhouse, grounds and maintenance workshops so that they are maintained to the required functional and safe standard.
- Maximise revenue income from the Bar, Restaurant and visitors including green fees and open days, as determined by the Board of Management.
- Strive to make operating procedures, business processes and internal systems easier, faster, more efficient and, if possible, more affordable.
- Provide leadership to a team of highly motivated and professional staff and manage all associated recruitment and training and development activities.
- Oversee staff's day-to-day activities in accordance with current employment legislation and monitor their performance with a view to optimising their efficiency, development and effectiveness.
- Attend and report as required at Board of Management meetings, Club General Meetings and Committee meetings as may be required.
- Preparing such reports within the required timeframe that the Board of Management may specify.
- Schedule regular meetings and communications with line managers and general staff.
- Lead in the development of relevant Club policies and procedures for Board approval and be primarily responsible for their subsequent implementation and ongoing review.
- Ensure the implementation of the Club's Code of Conduct to ensure that high standards are maintained at all times.

- Ensure that all Club I.T. systems are properly maintained and upgraded as required to ensure their overall optimum functionality and reporting capabilities in accordance with best practice and approved budget.
- Ensure ongoing compliance with all relevant statutory, regulatory, and legal requirements and provisions, including Health and Safety; Revenue, Employment Law, GDPR, HACAP, etc.
- Ensure adherence with the ongoing requirements of Golf Ireland and other relevant governing bodies.
- Maintain regular communication with members in conjunction with the Board of Management and Golf Committees.
- Optimise membership numbers as approved by the Board of Management and the use of the Club's facilities while accommodating the convenience and requirements of members.
- Enhance the profile of Castletroy Golf Club through traditional targeted, networking, marketing and commercial activities and through the ongoing use of technology and social media platforms.
- Identify areas / issues that may promote or inhibit a customer-orientated focus and identify appropriate solutions.
- Keep the Trustees of the Club informed as appropriate.
- Undertake such other assignments as may be required from time to time.

The roles and responsibilities set out in this Job Description are not exhaustive and will be subject to ongoing review and evaluation. In this context, the Board of Management reserve the right to include such other duties that may arise that it deems relevant to the role.

See Candidate Profile/Person Specification Below



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ROLE OF GENERAL MANAGER

CANDIDATE PROFILE/PERSON SPECIFICATION

- 3rd level qualification or professional accreditation with a recognised body, preferably in the areas of Business, Finance, Hospitality or Club Management (CMDip or CCM)
- At least 5 years' management experience in a sizeable organisation to include operations and budgetary responsibility.
- Exposure to managing a business in the context of the hospitality industry, a comparable services facility, or a member's club or, while not essential, will be of interest.
- Interested candidates must have a strong service ethos, excellent customer service skills and be mindful of the expectations of members.
- A knowledge and appreciation of the game of golf would be an advantage.
- Proven capability in terms of managing budgets, preparing accurate and precise financial information, and understanding management accounts and P&L reports.
- Demonstrated people management and leadership skills incorporating a sensible and motivational approach to leading a professional and dedicated workforce.
- Self-starter, demonstrating high levels of flexibility and adaptability and willingness to take initiative.
- Positive demeanour and high levels of energy and enthusiasm.
- Previous experience of closely working with, or reporting to a Board, is an advantage.
- An ability to manage complexity and to comfortably engage with diverse stakeholders such as Trustees, Board of Management, Club Officers, Golf Committees, Subcommittees, the general membership, staff, visiting groups & individuals, suppliers and Golf Ireland and other external agencies and stakeholders.

- An ability to support, guide and advise Club Officers, Committee members and volunteers.
- Natural people management skills combined with an assured and pragmatic style of management.
- Excellent verbal and written communication skills combined with a practical and sensible approach to decision making.
- Commercial acumen is important as well as evidence of significant contributions to promotional and sales and marketing campaigns.
- High levels of flexibility and adaptability in terms of approach to, and style, of management and possess well-developed organisational, financial and IT skills.
- A continuous improvement mindset and a commitment to achieving high standards in all related areas.
- An eagerness to identify opportunities and an ability to, where appropriate and with the agreement of the Board, introduce change.
- A commitment to ongoing professional development and a willingness to upskill as required, subject to the approval of the Board of Management.
- An awareness of social media platforms and an appreciation of the value of appropriate usage (Twitter, Facebook, etc.)