



MEGC Club Manager/Director of Golf

Full Time

Overall Job Purpose

To have operational responsibility for the management of MEGC facilities including club shop and for initiatives to attract new members and retain existing ones.

Operations

- To produce regular reports on financial performance, stock control, utilisation of facilities, sales and marketing activity, and human resources.
- To continuously review and develop standard operating procedures for each area of the golf business to ensure maximum customer satisfaction whilst maximising revenue and profitability.
- To oversee the performance in the golf shop operations working closely with shop staff on providing stock and golf services to ensure they are aligned with the MEGC members needs and requirements.
- To organise and (if possible) deliver coaching for the Juniors and other golfing programs as well as members of the club.
- To manage the operation of the Club House through the line management of the Club Steward and oversee the food services provided by the franchise caterer which includes food and beverage needs of all golf functions.

People

- To line manage the Club Steward, Head Greenkeeper, Shop staff and manage the operational aspects of the franchise caterer contracts.

Strategic

- This includes liaising closely with MEGC staff as appropriate within the organisation to ensure that the business development activities of MEGC fits with its overall corporate strategy.

Financial

- To support MEGC to achieve revenue and contribution targets and identified KPIs for each aspect of golf operations.



Marketing and customer service

- To ensure that all promotional activity is properly structured, communicated and delivered.
- To ensure that all MEGC staff in the golf business, including the franchise caterer, consistently deliver excellent customer service, thereby achieving maximum customer satisfaction.
- To be a pivotal point of contact and communicate effectively with external organisations, individuals and agencies.