



Job Description

Job Title: Club Manager

Reports To: Board of Directors

Purpose of Role:

To lead and manage the day-to-day operations of Dean Wood Golf Club, a private members' woodland course in Upholland, Lancashire, ensuring the highest standards of service, operational efficiency, financial performance, and member satisfaction. The role will support and deliver the strategic objectives established by the Board of Directors, while maintaining the club's reputation, facilities, and long-term sustainability.

Key Responsibilities:

Operational Management:

- Oversee all clubhouse and Pro Shop operations, ensuring the smooth, efficient, and professional day-to-day running of the Club.
- Take responsibility, for managing all contracted services, including catering, laundry, housekeeping, fire equipment, and security servicing, ensuring value for money.
- Conduct weekly course walkabouts with the Course Manager to monitor course presentation, quality, maintenance standards, and any operational issues requiring attention.
- Maintain consistently high standards of member experience, customer service, health and safety, and regulatory compliance across all areas of the Club.
- Hold weekly planning meetings with Assistant Managers and/or key staff to review upcoming events, staffing requirements, operational priorities, member needs, and any issues requiring action.
- Ensure Assistant Managers are responsible for the effective administration and maintenance of staff records, including:
 - HR files and personnel documentation.
 - Staff appraisals, reviews, and performance records.
 - Training and development records.
 - Other relevant employment and personnel documentation.
- Ensure all staff records and associated folders are clearly labelled, logically organised, readily identifiable, and stored in a secure, designated cabinet or location to maintain confidentiality and protect sensitive information.
- Ensure all staff documentation is accurate, current, securely maintained, and compliant with Club policies, employment requirements, and relevant legislation.

Financial Management & Reporting:

- Prepare, manage, and monitor annual budgets, ensuring effective financial planning and control across all areas of the Club.
- Monitor the Club's Profit & Loss (P&L) performance, identifying trends, variances, and opportunities for improvement, while maintaining appropriate control over expenditure.
- Provide regular operational and financial reports to the Board of Directors, highlighting performance, key risks, budget variances, and recommended actions.
- Attend monthly Board meetings and present financial updates, operational reports, performance analysis, and recommendations to support effective decision-making.



- Maximise revenue and commercial performance through membership growth and retention, events and functions, retail operations, and other appropriate income-generating opportunities.
- Review, negotiate, and oversee supplier contracts and purchasing arrangements, ensuring value for money, appropriate service levels, and effective expenditure management.
- Maintain strong financial controls and ensure expenditure is authorised, recorded, and managed in accordance with approved Club budgets, policies, and Board expectations.

Staff Leadership and Governance:

- Lead the recruitment, induction, training, development, and day-to-day management of all Club staff, ensuring the Club has the appropriate skills and resources to deliver consistently high standards of service.
- Foster a professional, positive, collaborative, and member-focused team culture, promoting strong communication, accountability, teamwork, and a commitment to excellence.
- Conduct regular staff appraisals and performance reviews, set clear objectives, identify development needs, and implement appropriate training and development programmes.
- Provide effective leadership and support to Assistant Managers and key staff, ensuring clear delegation of responsibilities and appropriate accountability across the management team.
- Advise the Board of Directors on strategic initiatives, policy matters, operational improvements, and opportunities for sustainable growth and development.
- Work collaboratively with the Board to develop and implement strategies that support the Club's long-term financial sustainability, reputation, facilities, membership, and overall member experience.
- Actively participate in various sub-committees, providing insights and support for Club activities and initiatives.

Membership & Event Management:

- Develop and maintain strong, positive relationships with members, ensuring feedback, enquiries, and concerns are acknowledged and addressed promptly and professionally.
- Oversee the annual membership renewal process, ensuring timely and accurate management of renewals.
- Act as a visible and approachable point of contact for members, promoting open communication and ensuring that member needs and expectations are understood and reflected in Club operations.
- Plan, coordinate, and oversee Club events, competitions, tournaments, social activities, and functions, working closely with relevant staff, Club committees, and external suppliers where appropriate.
- Ensure events are professionally organised, well communicated, financially viable, and delivered to a high standard consistent with the Club's expectations.
- Provide a visible management presence at major Club events, including Captain's Weekend, major tournaments, social functions, and corporate events, including those held at weekends where required.
- Support the successful delivery of weekend and out-of-hours events by ensuring appropriate staffing, operational arrangements, member communication, and service standards are in place.



Key Performance Indicators (KPIs) for Weekly Planning Meetings:

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- Event and operational planning: All upcoming events, activities, deadlines, and operational priorities are clearly documented, with responsibility and timescales assigned to the appropriate staff members.
- Staff records and compliance: Staff records and documentation are complete, accurate, clearly labelled, up to date, and securely stored, with any outstanding documentation identified and actioned promptly.
- Staffing and scheduling: Staffing schedules are completed, reviewed, and communicated to all relevant team members by the start of each working week, ensuring appropriate staffing levels and coverage.
- Operational issues: Issues arising from the previous week are reviewed, with appropriate actions, responsibilities, and timescales agreed and followed through to completion.
- Member feedback: Member feedback, complaints, concerns, and requests requiring follow-up are reviewed, assigned to the appropriate person, and progressed to resolution within an appropriate timeframe.
- Projects and initiatives: Progress against key Club projects, initiatives, and strategic priorities is reviewed and tracked, with any delays, risks, or additional resources required clearly identified.
- Accountability and follow-up: Actions agreed during weekly planning meetings are recorded and reviewed at subsequent meetings to ensure ownership, progress, and completion.

Employee & Board Acknowledgement:

By signing below, both parties confirm that they have reviewed and discussed the responsibilities, expectations, and Key Performance Indicators (KPIs) outlined within this document and understand their respective roles and responsibilities.

Employee:

Employee Name: _____

Signature: _____

Date: _____

Board Representative:

Board Representative Name: _____

Signature: _____

Date: _____