

CLUB MANAGER

Lead our next chapter. Shape the future of Wearside.

LOCATION Wearside Golf Club, Sunderland	REPORTS TO Chairman & Management Committee	REMUNERATION £38,000 basic + bonus up to £7,600
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About Wearside Golf Club

Wearside Golf Club is an established private members' club in Sunderland, with a proud history dating back to 1892. With a loyal membership, a highly-regarded golf course and a welcoming clubhouse. The Club is looking ahead to its next stage of development. We are seeking an energetic, commercially minded and people-focused leader to help build on the Club's traditions while improving performance, service and the overall member and visitor experience.

The Role

The Club Manager will provide clear day-to-day operational leadership across the Club, bringing together golf operations, clubhouse and bar, catering, administration and visitor activity. Working closely with the Chairman and Management Committee, the postholder will turn agreed priorities into practical plans, lead and support staff, monitor performance and identify opportunities to grow income, improve efficiency and strengthen the Club's future.

This is a varied, visible leadership role combining operational delivery with commercial development. The successful candidate will build effective working relationships with members, employees, the Head Greenkeeper, Kitchen Supervisor, Administration Officer, the pro shop and suppliers.

Key Responsibilities

1. Club Operations & Leadership

- Lead and coordinate day-to-day operations across golf, clubhouse, catering, administration and visitor services.
- Translate Committee strategy into practical operating plans, priorities, targets and service standards.
- Coordinate departments and resolve operational gaps affecting members, visitors, staff or commercial performance.
- Provide clear management information, recommendations and reports to the Chairman and Management Committee.
- Identify opportunities to improve systems, efficiency, consistency and value for money.

2. Commercial Performance & Visitor Income

- Monitor budgets, income, expenditure, staffing costs and key performance measures.
- Develop initiatives to grow visitor green-fee income, society bookings and open-competition participation.
- Review visitor pricing, packages and yield to improve performance while respecting member priority and access.
- Track rounds, revenue and other agreed measures, reporting progress against Committee-approved targets.
- Identify commercial opportunities that support the Club's long-term sustainability.

3. Hospitality & Catering

- Oversee overall service, standards and financial performance of the clubhouse, bar and catering operation.
- Work with the Kitchen Supervisor and clubhouse team to improve hospitality income, gross margins, stock control, purchasing, staffing efficiency and average spend.
- Oversee pricing, purchasing arrangements and supplier performance within delegated authority and agreed budgets.
- Ensure functions, societies, competitions and other events are coordinated and delivered to the required standard.
- The role is not expected to involve routine cooking or kitchen duties; specialist day-to-day kitchen leadership remains with the Kitchen Supervisor.

4. Members, Visitors & Service Standards

- Maintain a visible, approachable presence and build positive relationships with members, visitors, societies, suppliers and staff.
- Promote a welcoming club culture and high standards of customer service, presentation and communication.
- Respond constructively to feedback and complaints, resolving or escalating issues appropriately.

- Coordinate the annual Members' Survey and agreed action plans, monitoring progress and outcomes.
- Work with the Administration Officer and relevant staff or Committee representatives on member communications and digital channels.

5. Staff Leadership & Development

- Provide clear day-to-day leadership within the agreed organisational structure, ensuring responsibilities and reporting lines are understood.
- Coordinate recruitment, induction, training, appraisals, performance management and staff development.
- Oversee staff deployment, rotas and staffing levels within agreed budgets and operational requirements.
- Encourage teamwork, accountability, professional conduct and a positive working environment.
- Identify training needs and address performance or conduct concerns fairly and promptly.

6. Health, Safety & Compliance

- Coordinate and monitor operational arrangements for health and safety, COSHH, fire safety, licensing, food hygiene, safeguarding and data protection.
- Ensure appropriate risk assessments, training, records, inspections and action plans are maintained.
- Identify and escalate significant risks, incidents or compliance concerns and follow corrective actions through.
- Work with specialist advisers, contractors and responsible persons where technical advice is required.

7. Golf Operations & Cross-Department Coordination

- Work closely with the Head Greenkeeper and Pro shop, to support effective golf operations.
- Coordinate tee times, competitions, societies, practice facilities and hospitality where activities overlap.
- Balance member needs, visitor experience, course requirements and commercial objectives.

8. Driving Range Development & Commercial Launch

- Lead operational readiness for the developing driving range, including staffing, customer journey, pricing, booking arrangements, technology, marketing and service standards.
- Work with the Committee, contractors and appointed advisers to prepare for a safe, effective and commercially successful opening.
- Construction delivery, technical project management and contractor control remain subject to agreed project governance and appointed professionals.

Authority & Governance

The Club Manager will have delegated authority, within limits approved by the Committee, to manage routine operational matters. This is expected to include staff deployment and rotas, operational purchasing and supplier decisions, service standards and customer-service resolutions, and recruitment and training recommendations. Major unbudgeted expenditure, major contracts, strategic policy and significant capital decisions remain with the Committee.

The Club Manager will work closely with the existing Administration Officer, Head Greenkeeper, Kitchen Supervisor, clubhouse and bar team and any PGA Professional. The role is to lead and coordinate the Club's operation, not to replace specialist expertise or personally undertake every operational task.

Person Specification

Essential

- Demonstrable experience in operational management and leading or supervising staff.
- Commercial awareness and evidence of improving income, service, efficiency or financial performance.
- Confidence working with budgets, costs, management information and performance measures.
- Strong organisation, prioritisation, problem-solving and decision-making skills.
- Excellent communication and interpersonal skills, with a customer- and member-focused approach.
- Practical understanding of staff management, workplace health and safety and operational compliance.
- A proactive, visible and adaptable leadership style, able to build trust and hold people accountable.

Desirable

- Experience in golf club management, hospitality, food and beverage, leisure or a related customer-facing operation.
- Experience growing visitor, society, event or hospitality income and managing pricing or yield.
- Experience working with committees, boards or member-led organisations.
- Familiarity with golf club systems such as ClubV1, BRS or Intelligentgolf, or comparable booking and management systems.
- Experience launching or developing a facility, leisure service or commercial project.
- Confidence with digital communications, social media and member engagement.

What Success Looks Like

The first year will focus on understanding the Club and its people, establishing effective reporting and staff-management routines, reviewing operational and compliance arrangements, and identifying practical improvements to visitor and hospitality performance. The postholder will also develop an operating and commercial plan for the driving range, with implementation and launch subject to project readiness and Committee approval.

Performance-related pay of up to £7,600 per annum is available in addition to the basic salary. The bonus will be based on annual objectives approved by the Committee, covering visitor fee income, hospitality performance, and member satisfaction and service. Targets and measures will be agreed annually; payment is not guaranteed and is subject to the applicable performance criteria and satisfactory compliance.

Working Arrangements

This is an on-site leadership role requiring flexibility to meet the operational needs of a golf club, including occasional evenings, weekends and events as reasonably required. Specific working arrangements will be discussed during recruitment.

How to Apply

Candidates should submit a CV and a covering statement explaining their relevant experience, leadership approach and how they would contribute to Wearside Golf Club's next stage of development.

Chairman - office@wearsidegc.co.uk

Closing Date 27/11/2026