Assistant General Manager

JOB DESCRIPTION | SUDBURY GOLF CLUB

Location	Sudbury Golf Club, Wembley, Middlesex
Reports to	General Manager
Hours	40 hours per week, including evenings and weekends as required
Salary	Competitive, dependent on experience
Annual leave	28 days, inclusive of bank holidays

1. Job Purpose

The Assistant General Manager will play a key role in the successful day-to-day operation of Sudbury Golf Club, working closely with the General Manager to ensure consistently high standards of service, operational efficiency and member satisfaction.

The position has primary responsibility for managing the Club's Bar department, while also supporting operations across the entire Club. The successful candidate will take a proactive, hands-on approach, build strong relationships with members and staff, and contribute to the Club's continued development.

The role offers an excellent opportunity for an ambitious individual looking to build a career in golf club management.

2. Key Responsibilities

Bar Operations and Management

- Manage the day-to-day operation of the Bar department, maintaining high standards of service, presentation and cleanliness.
- Lead, supervise, motivate and develop the Bar team.
- Prepare staff rotas, ensuring suitable cover while controlling wage costs.
- Oversee ordering, deliveries, stock rotation, stocktakes and supplier relationships.
- Monitor stock margins, wastage, departmental costs and profitability.
- Ensure compliance with licensing, hygiene and health and safety requirements.
- Develop the Bar offering to meet member and visitor expectations.

Club Operations

- Support the General Manager with the effective running of the entire Club.
- Build an understanding of golf operations, course maintenance, clubhouse operations and administration.
- Coordinate with other departments to support smooth Club activities.
- Assist with golf competitions, Club functions, social events and external bookings.
- Help maintain clubhouse and facility standards and respond professionally to operational issues and member enquiries.
- Oversee Club operations when required in the General Manager's absence, within agreed authority.
- Recommend improvements to operational efficiency and the member experience.

Staff Management and Development

- Support recruitment, induction and training of employees.
- Set clear expectations, monitor performance and provide feedback and guidance.
- Encourage teamwork, accountability, excellent service and staff development.

Financial and Commercial Responsibilities

- Assist with departmental budgets and monitor sales, expenditure, wage costs and stock performance.
- Identify opportunities to increase revenue and improve efficiency.
- Maintain appropriate financial controls and cash-handling procedures.
- Support operational performance reviews and commercial improvements.

Member and Guest Relations

- Build positive relationships with members, guests and visitors.
- Maintain a visible, approachable presence throughout the Club.
- Respond constructively to feedback and complaints.
- Promote a welcoming and inclusive atmosphere and improve service standards.

Events and Functions

- Assist in planning and delivering social events, functions and hospitality activities.
- Coordinate staffing, stock and operational arrangements across departments.
- Support new events that increase member engagement and revenue.

3. Person Specification

Essential skills and experience

- Experience in hospitality or a similar customer-focused environment, including some staff supervision or management.
- Strong communication, interpersonal, organisational and time-management skills.
- A sound understanding of customer service and operational standards.
- Confidence dealing with members, visitors, employees and suppliers.
- A proactive, hands-on approach and ability to make decisions and take responsibility.
- Flexibility to work evenings, weekends and Club events.
- Enthusiasm for golf club management and a willingness to develop within the industry.

Desirable skills and experience

- Previous employment within a golf club or private members' club.
- Bar or hospitality department management experience.
- Knowledge of stock control, purchasing, budgets and financial reporting.
- Experience organising functions and events.
- Knowledge of licensing and health and safety requirements.
- An interest in golf and understanding of golf club member expectations.

Previous experience as an Assistant General Manager is not required. The Club welcomes applicants with transferable skills, ambition and potential to grow into the role.

4. Key Working Relationships

General Manager; Bar and Catering teams; Golf Operations team; Course Management team; Club administration staff; members and visitors; external suppliers and contractors.

5. Performance Expectations

- High standards of Bar service and operational performance.
- Effective staffing, stock and departmental cost management.
- Positive feedback from members and visitors.
- Strong communication and teamwork across departments.
- Successful delivery of events and functions.
- Improvements to operational efficiency and the Club experience.
- Continued personal development and increased responsibility.

6. General Responsibilities

- Represent Sudbury Golf Club professionally and maintain confidentiality.
- Comply with Club policies and procedures.
- Support the General Manager in delivering the Club's objectives.
- Undertake other reasonable duties appropriate to the role.

This job description outlines the principal duties and responsibilities and may be reviewed to reflect the operational needs of Sudbury Golf Club.