



## JOB DESCRIPTION

### Title & Location

<b>Job Title:</b>	Secretary / Manager
<b>Reports To:</b>	General Committee
<b>Location:</b>	Lindrick Golf Club, Deep Carrs Lane, Lindrick Common, South Yorkshire, S81 8BH
<b>Salary:</b>	Competitive, dependent on experience

### Responsibility

The Secretary / Manager is a leading figure within the club and is expected to manage the day to day affairs of the club (except for the golf course), reporting to the General Committee through the Chairman. They should support sub-committee chairmen in their specific areas of responsibility where requested to do so.

### Key Tasks

- Be accountable for the effective operational management of the club.
- Ensure club always delivers the highest standards of service to meet the ever-changing demands of our members and visitors (within approved budgetary guidelines).
- Recruitment, performance management and motivation of clubhouse employees.
- Ensure the club administration is efficient and effective, and is compliant with all legal requirements.
- Deliver and execute the business plan as instructed by the General Committee.

### Staff Responsibilities and Supervision

The Secretary / Manager will act as direct line manager for the administration staff, Bar/Clubhouse Manager, Chef and Handyman. They will ensure that each performs their duties in accordance with their job descriptions and contracts of employment.

The Secretary / Manager will work in close liaison with Course Manager to support his management of the greenkeeping staff.

### Administration

- Implement General Committee policies.
- Manage the provision of all office services.
- Convene and organise General Committee meetings and other meetings as directed by the General Committee, including circulation of the agenda, minutes of the previous meeting and associated papers.
- Attend (as secretary) and take minutes of General Committee meetings.



- Attend sub-committee meetings when invited by the sub-committee chairman.
- Regularly review all activities of the Club and make recommendations as appropriate. Advise the General Committee of any matters requiring their attention.
- Communicate a monthly program of events to the Bar/Clubhouse Manager, Chef, Club Professional and Course Manager to ensure smooth running of all facilities and update as necessary.
- Receive and deal with complaints and as necessary refer them to the General Committee.
- Ensure that all necessary licences to sell intoxicating liquor are maintained and apply for any extensions as required and work closely with the Bar/Clubhouse Manager.
- Ensure compliance with all statutory legislation

## Membership

- Manage all the services required for the effective administration of the Golf Club for all Members.
- Keep membership records up to date ensuring all members' names, addresses, telephone numbers and, where appropriate, e-mail addresses are available in the Clubhouse, and comply with Data Protection guidelines.
- Maintain the system for processing applications for membership in liaison with the General Committee, maintaining the Club waiting list as necessary, and ensuring that the Club rules on the subject are adhered to.
- Give requisite notice to all members of the Annual and any Extraordinary General Meetings which may be called, and to give notices required by the rules and by-laws in connection therewith.
- Ensure that current rules, regulations, and guidance issued by the English Golf Union and the Royal and Ancient are available to the General Committee when required.
- Ensure that the General Committee and Members comply with the Club's rules and bylaws.
- Ensure the Club notice boards are kept up to date and regularly cleared.
- Promote Club social events and functions for the benefit of Members.
- Liaise with and provide support as required for both the Men's and Ladies' Captains.
- Organise and publish the Club's annual diary and regularly update the Club's Website to reflect the Club's on-going activities.

## Visitors, Societies and Corporate Golf

- In liaison with the Chairman of Competitions, compile the annual fixture list and be responsible for its timely publication.
- Ensure that the Club can capitalise on Visitor Green Fees, Society and Corporate golf opportunities, with appropriate marketing, pricing and targeting strategies.
- Always deliver the standards expected of Lindrick for golf club catering and service.
- Maintain a healthy pipeline of both existing and potential new clients for all targeted groups.
- In liaison with the Chairman of Marketing maximise the value received from visitors and raise the public profile of the Club.
- In liaison with sub-committee chairmen, ensure the Club's website is kept up to date, reflecting the latest promotions and news items, selling the Club effectively to potential members and visitors.



## Finance, Accounting and Staff Management

- Ensure the accounts administrator maintains proper accounting records and systems of internal control; i.e. subscriptions, visitor income, bar/catering revenue, and that timely monthly financial statements are produced for presentation to the General Committee.
- Be aware of and assist, as necessary, in the preparation of the annual financial budgets.
- Issue Members appropriate subscription demands, taking all possible steps to ensure that the same are paid by the due date. Arrange for standing orders and monitor receipts thereafter.
- Ensure all staff wages and salaries are paid and statutory deductions are accounted for. Discharge the Clubs liabilities through the timely payment of all properly authorised bills and accounts, taking advantage of all available cash discounts.
- Maintain accurate personnel records ensuring that contracts of employment, job descriptions and employee details are kept up to date.
- Record full details of any disciplinary action taken against any employee.
- Maintain records of overtime and of unauthorised absence from work.
- Carry out staff appraisals as required and at least annually, dealing with any issues arising therefrom.
- Insurance should be reviewed annually, and competitive quotations obtained in good time before renewal falls due.
- Manage the margins and pricing in the Club for all Bar and Catering, making appropriate recommendations to the Chairman of House when change is appropriate.
- Maintain an up to date register of assets for the Club including liaison with the Course Manager, ensuring that adequate maintenance, repair and replacement programmes are in place, backed by an appropriate capital budgeting process.

## House, Catering and Bar

- Ensure the maintenance of high standards of cleanliness throughout the Clubhouse and of service and professionalism by all staff.
- Liaise with the Chef and agree the parameters laid down by the House Committee regarding the scope and cost of food available and the times of availability.
- Ensure that the Bar and Kitchen areas conform to the standards required by the Environmental Health Department.
- Ensure that all Bar and Kitchen equipment is working properly, and that it is regularly maintained in accordance with manufacturers' guidelines.
- Monitor bar stock levels in liaison with the Bar/Clubhouse Manager and House Committee.
- Ensure bar and catering stocks are professionally valued, at monthly intervals, communicating results to House Chairman.
- Maintain the Club's honours boards up to date.
- Ensure the General Committee's instructions regarding the Clubhouse surrounds and the car park are being met.
- Ensure compliance with clubhouse rules and dress codes are always maintained in all areas of the clubhouse and course.
- Liaise closely with the House Chairman and be aware of the events being organised and the implications for any of the Club's staffing in relation to such events.



- Be a principal key holder for the Club's premises and ensure arrangements are in place to open securely and close the clubhouse and subject to the flat not being occupied act as the main contact for alarm call outs and other emergencies.

## General

- In liaison with the General Committee and Sub-Committee Chairmen, act as spokesman, negotiator and agent for the Club in respect of purchases and/or contracts entered into by the Club.
- Arrange for the safe keeping of legal documents. Represent the Club with outside bodies as appropriate and continue the good relationship with local and other golf clubs.
- Liaise with National, County and Local Golf Unions and maintain an active involvement in the Association of Golf Secretaries in order to keep pace with developments in golf clubs and course management.
- Lead on development projects, working with suppliers etc to ensure delivery on time and within budget for these programmes.

The above principal duties and responsibilities do not include or define all tasks which may be required to be undertaken. The postholder will carry out other administrative, financial and management tasks as may arise from time to time as directed by the General Committee that are considered to be within the responsibility of the Secretary / Manager even if not specifically highlighted within the Job Description.

## Personal and professional experience

- Ability to be a clear communicator at all levels.
- Be able to work without supervision, a self-starter, able to challenge but also to hold the Club line.
- A good leader, inspirational and motivator of employees.
- Be clear and concise in communication with others.
- Ability and experience in managing budgets and the finances of a similar organisation.
- Service driven with a strong commercial capability.
- Be able to build trust and engagement across the Membership, Suppliers, Societies, Corporates and other Associations.
- Proven experience in a similar role, ideally with a Club like Lindrick.
- Clear experience of people and budget management in a senior position.
- Computer literate and up to date with technologies employed in running today's Golf Club.
- Work as necessary to discharge the responsibilities of the role which may involve working outside office hours.
- Receive and deal with complaints and as necessary refer them to the General Committee.
- Ensure that all necessary licences to sell intoxicating liquor are maintained and apply for any extensions as required and work closely with the Bar/Clubhouse Manager.
- Ensure compliance with all statutory legislation.
- Travel may be required throughout the UK to attend meetings on behalf of the Club.