



## *Aquarius Golf Club*

### Advert and Summary Job description – General Manager

Established in 1912, Aquarius Golf Club is a private 9 hole golf club close to the heart of London. Built on top and around Beechcroft reservoir in Honor Oak, it presents a unique challenge for golfers with stunning views across the London skyline. An increasing interest in playing Golf at Aquarius has seen a rapidly developing membership. The club committee is delighted to offer the opportunity for a General Manager to lead the small management and staff team to lead and enhance the experience for members and their guests.

For more information about the club, please visit the club website

<http://www.aquariusgolfclub.co.uk>

#### *The Role:*

We are seeking an experienced commercial professional, for the role of General Manager on a part time basis of 22.5 hours a week.

This is an exciting opportunity to work alongside the Management Committee to lead a small dedicated staff team, effect positive change and ensure sustainability.

#### *The Candidate:*

The Club is looking for a new leader with the drive and passion to build on and reach new standards of excellence in the management and presentation of our course and clubhouse for our members and guests.

#### *Remuneration:*

We offer a competitive and negotiable salary and benefits package commensurate with the knowledge, skills and experience of the applicant.

#### *Application process:*

Applications are invited from candidates with a proven track-record in golf club management, with commercial acumen and preferably with experience of a members' club.

If you wish to apply, please send us your CV with a covering letter to [Chairman@aquariusgolfclub.co.uk](mailto:Chairman@aquariusgolfclub.co.uk)

Closing Date: Tuesday 30<sup>th</sup> April 2024

Interviews will take place during May



### *Summary Job Description:*

General Manager Reports to: Management Committee

Purpose of Role: Lead and manage the day to day Golf Club Operations and Services and implement the strategic plan in line with the Committee's expectations.

### *Key Responsibilities:*

- Oversee the day-to-day operations of the Golf Club ensuring a seamless and enjoyable experience for members and guests.
- To be the first point of contact for members and visitors and to promote the Club internally and externally in a professional and friendly manner, such that the membership base increases, other sales and marketing initiatives are achieved, and the standing and reputation of the Club is maintained at the highest level.
- Develop and implement innovative strategies to enhance membership retention and attract new golf enthusiasts.
- Foster a collaborative work environment by implementing robust performance management, and by leading a dedicated and motivated small Management Team to deliver outstanding customer service.
- Implement effective marketing initiatives to promote the Club, driving increased membership and revenue.
- Maintain and improve the Golf Facilities in collaboration with the Course Manager and Bar Manager and Staff.
- Obtain and interpret regular feedback from members and visitors concerning their views of the course/clubhouse and report these back to the committee.
- Implement Productivity and Cost Saving opportunities that do not detract from Quality and Service standards.
- Actively participate in the preparation of the Club's Business Strategy, Annual Budget and Forecasts and take responsibility for delivery and performance.
- Take responsibility for the maintenance of the Club's Property Assets to ensure compliance with appropriate legislation.

### *Essential Skills*

- Experience of business development and growing revenue streams.
- Leadership, good interpersonal and people management skills with a 'hands on' & 'can do' attitude.
- Thrive on delivering a great customer experience.
- Working knowledge of employment law, licensing law, health & safety legislation, and risk management.
- Willingness to work flexible hours to meet the demands of the position.
- Good communicator – verbal and written.

### *You must be able to demonstrate:*

- Proven experience in Golf Club Management or a related field.
- Strong leadership skills with the ability to motivate and inspire teams.
- Exceptional Communication and Interpersonal Skills
- A strategic mindset to drive Revenue Growth and enhance Member Satisfaction
- Knowledge of Golf Industry trends and a passion for staying updated on the latest developments.
- A Degree Level qualification. Such qualification in Golf Management or Hospitality is not essential but preferable.