



GENERAL MANAGER - SURBITON GOLF CLUB Members Limited

The Board of Directors of Surbiton Golf Club Members Limited is seeking an experienced & visionary General Manager to lead its operations on a daily basis & link strategically with key stakeholders in the club. It is a unique opportunity to manage a well-respected club, maintaining its traditions while driving innovation & upholding the Clubs reputation. This post would attract an established General Manager or a suitably qualified candidate who aspires to develop in this area of business.

[Full Job Specification](#)

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The Club

Surbiton Golf Club was established in 1895 as a private members' club, designed by renowned course designer Tom Dunn. It is a company limited by guarantee. The Club is a hidden gem situated between the picturesque villages of Claygate & Hinchley Wood Surrey. The Club is a friendly inclusive club with a thriving membership of over 800 members including a highly successful Junior Section & Academy. It has an annual turnover of £2.4 million. The Club continues to improve

the quality of its assets, undertaking strategic projects to enhance the all-round golfing experience for members & guests.

The Role

Surbiton Golf Club are seeking to recruit an experienced dynamic & enthusiastic General Manager to work at the club alongside The Club's Board of Directors. This pivotal role within The Club will be responsible for providing the highest standards of service to the club membership, visitors & guests. The successful candidate will be key in delivering The Clubs future strategic direction & will be expected to motivate, lead & inspire staff.

Reporting directly to the Chair of the Board & working to objectives set out in the strategic financial & operational plans the General Manager will be responsible for the day-to-day running of the club. Additionally, they will be responsible for liaising with the Captains Committee & other subcommittees and other volunteer post holders who specialise in specific disciplines such as marketing.

The General Manager will be responsible for the: Course Manager, Club Professional, administrative staff, clubhouse personnel including Head Chef & House Manager.

The Candidate

The successful candidate will have all round management skills & be capable in both operational & project management. In this diverse role they will be able to manage hospitality through infrastructure projects on the course. They will have a demonstrable track record of management & leadership & a good understanding of the expectations & traditions of a member's club.

They will have commercial judgment with experience of developing revenue streams while managing costs supported by a sound understanding of budgeting and finance. They will act as a first point of contact for members, visitors & permanent members of staff ensuring that everyone who works or visits the club has a positive experience and that The Club's reputation is enhanced at every opportunity.

Essential Criteria

- A minimum of 5 years' experience in golf course management industry or in a comparable or larger organisation with operations & budgetary responsibility
- Excellent communicator both verbally & written

- Sound financial & commercial acumen - to include experience in purchasing & negotiating with third parties
- Experience of business development & growing revenue streams
- Good organisational & prioritisation skills, with the ability to manage projects efficiently, within budget & in a timely fashion
- Proven experience in leading & motivating multi-disciplined teams
- Experience of setting staff objectives & conducting annual appraisals
- Good IT skills MS Office applications
- Working knowledge of licensing law, employment law, health and safety legislation, risk management, Safeguarding & Equality.

Desirable Criteria

- An appreciation of golf & the expectations/traditions of a member's club
- An appreciation & understanding of social media
- A willingness to undertake skills & industry training so as to maintain their skills at the highest level supported by The Club
- A willingness to work flexible hours to meet the demands of the position
- Member of the GCMA or other recognisable Association
- Sound knowledge of the rules of golf & the World Handicap System
- Some knowledge of accounting & the use of accounting software
- Demonstrate the skills of effective communication, planning, strategising and co-operating so as to obtain the required outcome
- Flexibility - the ability to be able to quickly adapt to new circumstances as they arrive
- Safeguarding & EDI - Knowledge or experience in these areas.

Remuneration

Surbiton Golf Club would look to offer a competitive salary to the successful candidate commensurate with the relevant experience together with an attractive benefits package.

Application process

Candidates should supply a covering letter showing how they meet The Clubs requirements along with an up-to-date CV relevant to the job role. Candidates should include their present remuneration based on the Year 2024.

Please respond to: Chair@surbitongolfclub.com

Closing Date: *Friday, 7th February 2025*