

POSITION DESCRIPTION: GENERALMANAGER

PARAPARAUMU BEACH GOLF CLUB Vers4

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

Overall Strategy and governance

Reporting to the Chair of the Paraparaumu Beach Golf Club, the role is accountable for the management of the club in accordance with the Management Committee (MC) policies and strategies. This involves work with the (MC) on the annual planning process to:

- Deliver key initiatives identified in the strategic plan as prioritised in collaboration with the MC.
- Develop a robust framework for all aspects of the club operations.
- Influence and lead development of an enabling organisational culture.
- To keep abreast of the environment in which the club operates and use this knowledge to identify development opportunities for all areas of the club.
- Delivery against all key performance indicators (KPIs) Financial position, membership growth, membership satisfaction, rounds of golf played etc.
- Manage the Clubs Risk management framework by ensuring that risk is assessed, changes in the environment reviewed, and mitigated and that the club is sufficiently insured.
- To be responsible for maintaining full compliance with all relevant statutory legislation, including employment, health and safety and licensing laws.

Operations

Lead the successful delivery of Golf and non-Golf activities across the various areas of the club, in line with the policies and guidelines developed by the Management Committee (MC). This includes the following activities:

- Support and work closely with departmental managers in the development of their operational plans.
- Provide effective leadership to the club's management team, creating a results focused environment. Lead, coach and motivate managers, supporting them to achieve goals.
- Provide agreed reports on financial performance, stock control, utilization of facilities, sales and marketing activity, and human resources etc. etc.
- Work with and support the F&B Manager on the food and beverage needs of all golf events and functions.
- To manage agreed projects and monitor, evaluate and report on progress.
- Oversee the care and maintenance of the physical assets, inventory, and resources of the Club.
- To manage and, where required, develop, and implement Health and Safety procedures that comply with up-to-date legislation; and ensuring this is clearly communicated, monitored, and regularly reviewed.
- Ensure compliance with regard to the food safety plan and liquor license renewals, ensuring we have licensed duty managers.
- Create an annual operations delivery plan.
- Understanding and using Dotgolf, from a club administrative perspective.
- Overview of the golf programme.

Human Resources (HR)

Create a work environment where staff look forward to coming to work, feel appreciated and recognised for their contribution; feel proud of their job and trusting of their employer. The environment needs to enable staff, supporting and encouraging them in their self-development. Staff need to be able to trust that their managers will be open, honest and transparent as part of the employer / employee relationship. Ensure HR processes are robust and fully compliant with legal and legislative requirements. The role has 4 direct reports- Golf Manager, Administration Manager, Food and Beverage Manager and Course Superintendent. This includes the following activities:

- Develop staff succession planning across all operations.
- Create induction plans for all new employees and ensure that process is embraced by DRs for their respective teams.
- To develop, deliver and monitor learning and development activities for the management team and staff. Look at developing In-house training capability, PGA Training and other.
- Support and enable managers in staff recruitment, including supplementary processes such as, preparation of position descriptions, advertisements, interview questions and contracts etc.
- Support managers with any staff issues, recruitment and performance management issues.
- Conduct DRs full performance appraisals annually. This should be backed up by four monthly progress reviews. There should be no surprises when it comes to end of year reviews. This same process should apply to managers teams as well.
- Work with club volunteers and consider any enhancements/opportunities to how this wonderful resource can be fully utilized, recognised and valued.

Finance

Accountable for achieving the annual budgeted income, expenses, and capital budget outcomes of the Golf Club and high-level financial metrics. While taking a considered approach to goal setting, the club needs to look at setting more aspirational targets in future. This includes the following activities:

- Preparation of the Annual Accounts and Annual Report.
- Liaison with the Club's Auditor to ensure the Annual Accounts meet with the appropriate Accounting Reporting standards.
- Prepare capital, opex and income budgets for all facets of the Club's operation to support the delivery of the Club's operational and financial objectives. Sign off by the MC.
- Develop a capex priority document to ensure funding is prioritised between all sectors.
- Report monthly and or agreed times to the MC on budget performance.
- Achieve revenue, contribution targets, and agreed KPIs for each department of the Club's operations.
- Ensure that the Club's cash flow is maximized, and that long-term debt is managed and repaid in accord with the MC policy.
- Signatory for payroll and accounts.
- Working with the MC on seeking external funding opportunities, such as gaming grants and trusts.

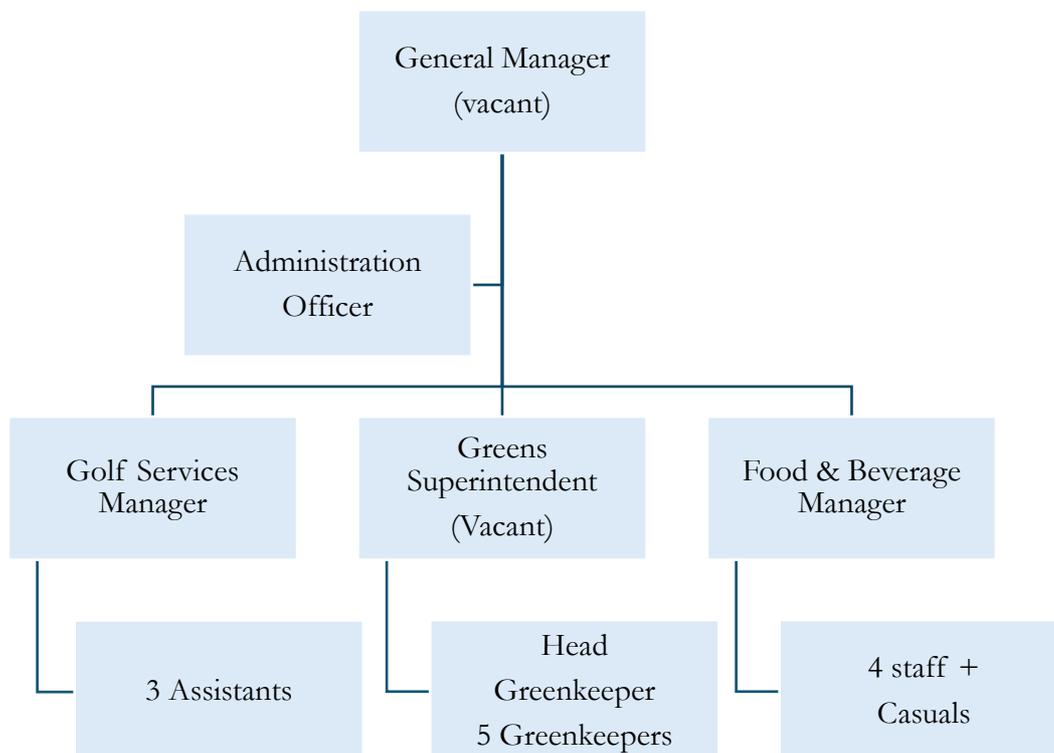
Marketing and Customer Service

While being pragmatic and focused, bring an enlightened, entrepreneurial, and lateral way of thinking about how the Club can achieve targeted income goals from the clubs existing revenue streams, new opportunities and membership growth. This includes the following activities:

- Develop a coordinated marketing strategy for the Club that links to the Strategic Plan covering all areas of the Club's operations.
- Develop an advertising plan that embraces a range of media channels, ensuring in particular that we are fully conversant and skilled in respect of social media.
- Managing reciprocal relationships.
- To grow stakeholder relationships with Golf NZ, Wellington Golf and other related sporting associations to improve the Club's reputation and to develop new revenue streams.
- To pursue and secure sponsors of the Club with a view to developing beneficial relationships through initiatives such as course signage, tournament sponsorship and corporate days.
- Develop and enhance new retention and growth initiatives to increase Club membership.
- Engage with and be visible with the Club's Membership ensuring that member's satisfaction is understood and delivered.
- Communicate regularly with the Membership.

Organisation Chart

Paraparaumu Beach Golf Club



Person Profile

Experience

- Proven success in previous General Management positions.
- General management experience in membership organisations, in particular golf clubs, or knowledge of the golf industry. but not essential.
- Strong and varied experience in marketing, communications and business development.
- Experience leading organisational change, that brought about successful outcomes.
- Having been a driver of great customer service.

People leadership

- Must be able to demonstrate a proven record in the ability to build high performing teams and creating a successful workplace culture as part of that.
- You will bring an influencing style of leadership that creates an environment for staff to succeed through, an enabling, coaching, and mentoring approach.
- You will be a very effective communicator, providing clear direction to staff.
- Treat staff with respect and dignity.

Business acumen

- Bring critical thinking and thought leadership.
- Be visionary, capable of the big picture strategic opportunities and challenges.
- Strong financial skills and business nous, sound judgement.
- Strong analytical, report writing and presentation skills.
- Strongly results focused and have the fortitude to deliver on ambitious KPIs.
- Have a lateral and creative outlook to problem solving and opportunity development.
- You will need to be resolute, have strength of character and be able to sustain high levels of energy and composure during times of pressure.

Interpersonal skills

- You will have excellent interpersonal skills.
- Have an ability to engage, manage, negotiate and collaborate up and down.
- You will have strong stakeholder engagement and networking skills.
- Confident and engaging.
- Excellent listening and hearing skills.
- Comprehend and be relatable to the many different demographics of the club membership.

Basic housekeeping

- Competent across Microsoft office suite.
- Xero accounting beneficial.
- A current driver's license.