

GENERAL MANAGER PROFILE: CHIGWELL GOLF CLUB ESSEX, UK

THE GENERAL MANAGER OPPORTUNITY AT CHIGWELL GOLF CLUB

Chigwell Golf Club seeks an exceptional General Manager with experience in a managerial position within a well-regarded golf club and a passion for the sport. The ideal candidate will possess outstanding communication skills, demonstrating the ability to engage effectively with members, staff, and key stakeholders. Strong leadership capabilities are essential for guiding the team to deliver excellence across all facets of club operations. The position oversees all club functions, including course management, member services, food & beverage, retail, and financial stewardship. The successful applicant will bring a strategic approach to maintain and enhance Chigwell Golf Club's status as one of Essex's premier golf clubs. Notably, the Board is open to supporting talent and is willing to support a promising candidate at the early stages of their club management career.

ABOUT CHIGWELL GOLF CLUB

Chigwell Golf Club, located in Essex, is a member's club approaching its centenary in 2025. Founded in 1925, the club features an 18-hole parkland course set in the countryside. Over the years, Chigwell has consistently invested in course improvements, maintaining the grounds to meet the expectations of its membership. The club recently refurbished its clubhouse, updating facilities while retaining traditional elements. This building houses dining areas and serves as a social hub for members. Chigwell Golf Club provides practice facilities alongside its main course and has developed a reputation as a notable golfing venue in Essex. As it nears its 100th year, the club continues to balance its historical roots with ongoing enhancements to its offerings. The course and club facilities cater to golfers of varying skill levels, aiming to provide a high-quality golfing experience for its members and guests.

CHIGWELL GOLF CLUB BY THE NUMBERS

- At present, there are approximately 498 members in all categories
- £1,100 Joining fee for full member
- £2,200 Annual subscriptions for full member
- Approximately £1.5M total revenue
- Approximately £850K total membership revenue
- Approximately £585K Beverage volume
- Approximately 30 full and part-time staff
- Approximately 29,000 rounds of golf are played annually
- The Club owns the shop
- Club POS System: Club Systems (Club V1)
- Club Accounting System: Xero/AMGL Ltd
- There are 9 Board Members – each serving 3-year terms
- Club Committees: Membership, Handicap and Competitions, Events, Juniors, Greens, Retail, Seniors, Elective
- Average age of the members is 53
- Reports to: The Chairman and the Board of Directors

CHIGWELL GOLF CLUB WEB SITE: www.chigwellgolfclub.co.uk

GENERAL MANAGER POSITION OVERVIEW

- To ensure the efficient daily operation of the golf club. This is a key position where the new GM will work as part of the management team alongside the Retail, Course, and F&B managers.
- To provide facilities and services for members consistent with policies agreed upon and defined by the Board of Directors.

- To ensure effective communication between members, committees, and partners.
- To undertake other administrative, financial, and management tasks as may arise from time to time as directed by the Board of Directors.
- To ensure that the Club operates to the highest GCMA standards.

SCOPE KEY RESPONSIBILITIES & ADMINISTRATION

- To have overall responsibility for running the Club's administration and its premises. To manage the provision of all office services, including IT, telephony, and current golf systems, specifically Club Systems/Club V1.
- Previous experience with retail software Xpos is preferred.
- Authorising invoices via Approvalmax, which links to Xero.
- To ensure the efficient and accurate administration of all Club competitions via Club V1 systems.
- In liaison with the Club Coaches, F&B, Retail, and Course Manager, arrange and effectively manage society and visitor bookings to provide a positive experience at Chigwell Golf Club.
- To organise all AGM/EGM, Board of Director meetings, and any other committee meetings as directed, including circulation of agendas and producing accurate and timely minutes for approval and later circulation.
- To ensure efficient and cost-effective purchasing across all departments.
- To ensure compliance with all legislative requirements, including Health & Safety and company contracts.

FINANCE, ACCOUNTING AND FINANCIAL MANAGEMENT

- A basic level of experience with Xero software. To assist the Financial Director in completing the Club's annual budget and monitor all expenditures on a day-to-day basis to ensure budgetary compliance and wastage is at a minimum.
- Work alongside AMGL to produce the monthly management accounts and answer any of their queries.
- Provide AMGL with the monthly payroll information to ensure all staff are paid correctly.

STAFF RESPONSIBILITIES AND SUPERVISION

- To act as a line manager for administration and AMGL staff employed by the Club, to support them in delivering their objectives on behalf of the Club. Ensure that each performs their duties by job descriptions and contracts of employment.
- To maintain personnel records for the Club, ensuring that contracts of employment, job descriptions, and employee details are up to date.
- To record any instances of complaint against any employee. Record full details of any disciplinary action taken against any employee.
- To set meaningful objectives for staff within your team and carry out annual staff appraisals assessing against those objectives and dealing with any issues arising.
- Ensure that a record is maintained of all club staff's hours worked, holidays, and unauthorised absences from work.

MARKETING

- To maintain and update the Club's website to promote CGC in a manner that reflects our progressive approach (where we are evolving the traditional values of the game into relatable concepts for the 21st-century golfer) and our strong social atmosphere.
- To actively promote and grow golf membership, in conjunction with the membership committee, positively seek ways to address under-represented groups.
- To ensure that the Club's social media accounts are current and reflect any promotions and news to sell the Club effectively to members, prospective members, and visitors.

CANDIDATE QUALIFICATIONS

A minimum of 3-5 years of progressive leadership/management experience, preferably in a management role in a golf-centric club with multi-dimensional operations or leading hospitality operations outside of the club industry in a similar hospitality operation. True 'rising stars' from the club industry who have been verifiably well-mentored or those hospitality industry managers who come from top-quality environments and possess outstanding relationship skills will also be considered.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Industry certifications such as CCM or PGA are encouraged but optional.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience.

INSTRUCTIONS ON HOW TO APPLY

Please upload your CV and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your CV or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. John Welham, Chairman, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Chigwell and the Essex area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Monday, 11th November 2024. Candidate selections will occur in mid-November, with the first Interviews expected in late November 2024 and the second interviews a short time later.

IMPORTANT: Save your CV and letter in the following manner:

“Last Name, First Name - CV” &

“Last Name, First Name - Cover Letter – Chigwell GC”

(These documents should be in Word or PDF format)

Note: Once you complete the application process, you are not able to go back in and add additional documents.

[Click here](#) to upload your CV and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

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