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GENERAL MANAGER PROFILE: DENHAM GOLF CLUB BUCKINGHAMSHIRE, UK

GENERAL MANAGER AT DENHAM GOLF CLUB

Denham Golf Club in Buckinghamshire is seeking an experienced General Manager to assume leadership following the retirement of their current manager in October 2025. This crucial appointment comes at a pivotal time as the club embarks on an ambitious capital development and operational enhancement program. The successful candidate will oversee significant investment projects while building on six years of stable leadership and growth. The role requires a proven leader with strong strategic and operational skills to guide this highly regarded club through its next chapter. With substantial developments planned, this represents a rare opportunity for an accomplished professional to shape the future of one of Buckinghamshire's premier golf clubs, blending respect for its heritage with a clear vision for the future.

ABOUT DENHAM GOLF CLUB

Founded in 1910, Denham Golf Club stands as one of Buckinghamshire's finest golfing establishments. Its course was crafted by the legendary architect Harry Colt. The club seamlessly blends rich tradition with excellent amenities to serve its distinguished membership. At its heart lies the charming clubhouse, a converted 16th-century farmhouse featuring a picturesque courtyard that exudes character and warmth.

Conveniently situated near the M25 and within easy reach of London, Denham enjoys the unique distinction of being the only club in Britain with a train station named after it: Denham Golf Club train station. This ensures excellent accessibility for members and visitors alike.

Recent years have seen substantial investment in the club's facilities, including comprehensive tee and bunker enhancements and an extension to the outdoor dining area. The club's commitment to excellence continues with plans for a new irrigation system in 2025, alongside numerous capital projects identified for implementation over the next five years.

This forward-thinking approach, coupled with its storied past and unrivalled location, ensures Denham Golf Club remains a premier club for members seeking a high-quality member experience.

DENHAM GOLF CLUB BY THE NUMBERS

- At present, there are approximately: 530 full members
- Joining Fee for 2024/25 - £5,210
- Annual Subscriptions for 2024/25 – £2,605
- Total Annual Revenue– approximately £2.4m
- Annual Subs Revenue – approximately £1.3m
- Food and Beverage Revenue: approximately £600k
- Approximately 25,000 rounds of golf per year
- Average Age of Playing Member: 54
- Responsible to: Chairman of the Board
- Responsible for: Deputy General Manager, Course Manager, Front of House Manager, Catering Manager, Service Contracts & Line Staff

DENHAM GOLF CLUB WEB SITE: www.denhamgolfclub.co.uk

GENERAL MANAGER POSITION OVERVIEW

The General Manager is responsible for overseeing the club's daily operations, ensuring all activities run smoothly and efficiently. They lead the implementation of the Club's vision and strategic plan, ensuring alignment with its mission and long-term goals. Managing and guiding all staff and operational volunteers, the GM nurtures a high-performance culture while ensuring the Club's facilities are maintained to the highest standards. Additionally, they oversee all operational activities and facility management within the budget set in collaboration with the Board, balancing financial responsibility with service excellence.

Primary Responsibilities:

- Oversee all club operations with an unwavering commitment to driving standards and procedures, ensuring Denham's reputation for excellence continues to flourish.
- Set clear performance targets and accountability measures across all departments, including Catering, Operations, Administration, and Course Management. Develop budgets and financial plans that balance ambition with sustainability.
- Lead by example, motivating and mentoring the team to deliver exceptional service while driving a positive, collaborative, and pride-driven culture that reflects Denham's values.
- Create and nurture a welcoming environment throughout the clubhouse and course, where members feel at home, and visitors leave impressed by the attention to detail and presentation standards.
- Maintain a visible presence throughout the club, building genuine relationships with members through frequent, transparent, and clear communication.
- Strive to continuously enhance the 'Denham Experience' and member satisfaction through innovative programs and responsive service improvements based on feedback and industry best practices.
- Collaborate with the Board and working groups to provide expert guidance while developing senior staff members who can contribute effectively to club governance.
- Identify and project manage capital improvements per the club's strategic plan.
- Specify and build the next team and generation of leaders.
- Create a proactive facilities and maintenance schedule for the club's multiple properties.
- Collaborate closely with the Club Professional to ensure smooth and professional service delivery that enhances the golfing experience for both members and guests.

Key attributes, characteristics, experiences, and style of the successful new leader include:

- Strong leadership with a proven ability to manage, motivate, and inspire multi-functional teams.
- Effective project management skills ensure timely, budget-conscious delivery with minimal disruption.
- Sharp financial management and business acumen, optimising budgets, management reporting against KPIs and revenue while maintaining service excellence.
- Expertise in facility and maintenance management, ensuring seamless operations.
- Highly detail-focused, ensuring precision in service, presentation, and administration.
- A track record of elevating operating standards and member experience.
- Excellent interpersonal and communication skills, driving a culture of collaboration and professionalism.
- Observant and adaptable, learning and respecting the club's culture and heritage.
- Committed to service excellence, consistently exceeding member expectations.
- Organised, efficient, and able to navigate complex situations with diplomacy and tact.
- Flexible and resilient, thriving under pressure and accommodating non-traditional work hours as needed.
- Ability to see through projects from start to finish.

CANDIDATE QUALIFICATIONS

A minimum of 5 years of progressive leadership/management experience, preferably in a management role in a golf-centric club with multi-dimensional operations or 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. Less experienced candidates with a track record of success within the club or hospitality industry will also be considered.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Industry certifications such as CCM or PGA are encouraged but optional.
- Prior work in a commensurate environment within the club or golf industry.
- Previous experience in a senior management position.

SALARY AND BENEFITS

Salary is highly competitive. The club offers on-site accommodation and a strong benefit package.

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 **Chris Morrish (Chairman) at Denham Golf Club** 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 Denham Golf Club and the Denham, Buckinghamshire 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 Thursday, 10th April 2025. Candidate selections will occur in late April, with the first Interviews expected on Monday, 28th April 2025, and the second interviews later in May. The successful candidate should assume his/her role in early October 2025 and will have a comprehensive handover from the retiring General Manager.

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

“Last Name, First Name CV”

“Last Name, First Name Cover Letter – Denham Golf Club”

(These documents should be in Word or PDF format)

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

If you have any questions, please email Patty Sprankle at patty@kkandw.com or Michael Herd at michael.herd@kkandw.com

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