



## GENERAL MANAGER - ROYAL CANBERRA GOLF CLUB

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- Exclusive private members club
- Magnificent course, facilities and clubhouse

- Operational and leadership focus
- Optimise member satisfaction through a high level of engagement

### ABOUT ROYAL CANBERRA GOLF CLUB

Royal Canberra Golf Club (RCGC) offers a 27 hole championship course situated within the Westbourne Woods, a magnificent arboretum of established trees providing a scenic and challenging test for golfers of all standards. A range of golf programs are available to encourage beginners to try golf in a supportive and non-competitive environment.

The elegant Clubhouse offers a fabulous dining experience for lunches, business and private functions with numerous family friendly social activities throughout the year.

**RCGC vision:** to be considered one of Australia's finest golf clubs, with a course worthy of a ranking within the top 20 and which fosters and encourages a great golfing and social experience for Members and visitors.

### GENERAL MANAGER

The General Manager (GM) reports directly to the Board via the Club President.

The principal role of the GM is to maximise member satisfaction by providing leadership in managing all aspects of Club's business in an efficient and effective manner, under the guidance of policies determined by the Board and its' various sub committees. Additional outcomes from this leadership role should be high levels of staff satisfaction, and financial stability.

Supporting the General Manager are approximately 49 full time staff and a team of 37 casual staff. Staff are responsible for key areas including the Club's restaurant and bar, the golf course facilities, golf operations, functions management, member services and administration.

To be considered for this role you will have a track record of successfully managing a like-sized business, possibly within a golf club or related service industry, using your strategic, financial and commercial acumen to best position the Club and serve its members. Your experiences will enable you to develop and deliver meaningful and well patronised activities, services and programs maximising the use of the Club facilities in both peak and non-peak periods.

### KEY RESPONSIBILITIES

The GM will be responsible for the following key areas:

#### Operations

- Full oversight of all the activities of the Club. This includes golfing activities, administrative activities, entertainment activities and the day to day running of the Club.
- Management of nine direct reports across Golf Services, Course Management, Food and Beverage, Functions, Marketing, Finance, and Membership Services.
- Maintain full compliance with all relevant statutory legislation, including employment, health and safety and licencing.
- Ensure that there is a risk management framework in place so that risk is assessed, reviewed and mitigated and, sufficiently insured.
- Produce regular reports for the Board on financial performance, asset and stock control, marketing activity and human resources.
- Oversee the care and maintenance of all of the resources of the Club.
- Lead through the senior managers to meet the requirements for all Club activities, ensuring that defined KPI's are met.
- Maintain up to date professional knowledge and awareness of the golfing industry by using publications, personal and professional networks and benchmarking against industry best practice.

#### Leadership

- Communicate effectively with directors, members, managers and teams within the Club.
- Provide effective leadership, support and motivation to all managers and, through them, to all staff.
- Provide staffing succession plans for all senior staff positions.
- Recruit, induct and monitor team managers as required.
- Perform regular performance reviews for all managers.
- Ensure that all managers have appropriate opportunities to develop skills, knowledge and experience to enhance their individual skills.
- Oversee the provision of ongoing education and training for all staff members.
- Address large gatherings of members e.g. at Annual General Meetings.

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## KEY RESPONSIBILITIES (Continued)

### Finances

- Ensure the financial stability of the Club through the adoption of sound financial management principles.
- Ensure the Club is run as efficiently as possible and to the standards set by the Board.
- Develop and enhance financial reporting capacity to ensure the Board and its relevant sub-committees are up to date with the Club's financial position.
- Work with the Treasurer, Finance Committee and Finance Manager to set annual budgets.
- Monitor performance against operating budgets and take prompt and appropriate action to address variances to ensure that each operating area achieves agreed KPI's.
- Prepare capital expense budgets to support the achievement of strategic objectives.
- Responsible for the prompt reporting of any issues that may impact the financial position of the Club.

### Strategy

- Work with the Board to develop and maintain the strategic plan for the Club.
- Provide the operational direction to achieve agreed strategies by leadership of senior managers. This includes the development of operational plans by these managers to support the implementation of the overall strategic plan.
- Develop and implement a marketing strategy to promote all of the Club's interests.
- Remain up to date with key changes in the environment and the community to identify new business opportunities and challenges.
- Manage the development of an organisational culture with the senior management and staff, in consultation with the Board.

### Marketing and Customer Service

- Engage and be visible with the membership to ensure that member satisfaction is understood and delivered.
- Monitor customer/member satisfaction to ensure that all teams across the operation deliver excellent service.
- Develop a coordinated marketing strategy through leadership of senior managers.
- Identify and develop innovative programs and value added services for all activities of the Club, including golf events and tournaments, social events and external functions.
- Ensure that all promotional events are properly structured and resourced.

- Communicate effectively with external organisations, individuals and agencies.

## REPORTING RELATIONSHIPS

**Reports to:** The Board (via the Club President)

### Supervisory Responsibilities: (9)

- Golf Services Manager
- Finance & HR Manager
- Membership Manager
- Front of House Manager
- Course Superintendent
- Executive Chef
- Functions Coordinator
- Marketing & Communications Coordinator
- Executive Support Manager

## SELECTION CRITERIA

In addition to demonstrating **relevant experiences across the core functional areas of responsibility identified in this Position Overview**, candidates applying for the General Manager role will require a range of personal and professional skills, including:

### Qualifications and Experience

- Relevant tertiary qualifications and/or significant experience as a club manager or manager of a similar business.
- A strong understanding of the hospitality industry and a proven track record of success in a customer centric environment.
- Previous senior experiences in a customer facing or membership services role.
- A demonstrated track record of applying new technologies to enhance the efficiency and operational success of an organisation.
- Maintains a high level of appropriate professional and personal development, including maintenance of CPD, and membership of professional bodies as relevant.
- Experience of yield management, budgeting, revenue forecasting, capital expenditure, stock management and marketing plans.
- Experience in writing business reports.
- IT literate with experience of appropriate software applications (MyClub, Micropower)
- Understanding of how the various departments of a golf club interact.
- Current Working With Children check.

# GENERAL MANAGER - ROYAL CANBERRA GOLF CLUB



## SELECTION CRITERIA (Continued)

### Personal Attributes

- People focused - a leader, motivator, team builder and team player. Should be comfortable in coaching and mentoring roles. Should have a positive outlook with strong interpersonal skills.
- Resilient - able to deal comfortably with a range of issues, including member complaints and criticism. The GM must be flexible, approachable and diplomatic.
- Comfortable engaging with members and building sustainable, meaningful relationships.
- Strong business acumen. Able to think and act strategically. Able to plan and implement plans.
- An ability to articulate, build and implement consistent standards for Club services, activities and programs. A drive and passion for excellence and quality service.
- Good time management skills and high attention to detail.
- Good initiative, energy and enthusiasm.
- Excellent communication skills, good judgement and able to be discrete when and as required.
- Ability to work with a volunteer Board and Sub-Committees, and with members from a wide range of backgrounds.
- A strong collaborator with a keen sense of audience.
- Attention to detail.
- Able to deal with ambiguity.
- Able to work with competing interest groups.
- A team leader who values the success of the team.
- Able to facilitate and manage the relationship between senior managers and the Board and its sub-committees.
- Flexible approach to working hours.
- An appreciation of golf, and traditions of both golf and the Club, will be highly regarded.

Please note you must be an Australian Citizen / Permanent Resident or have unlimited working rights in Australia to apply for this position.

### REMUNERATION GUIDE

An attractive remuneration package will be available to the successful candidate, negotiable depending upon the skill level and experiences. At the time of applying candidates are invited to indicate their current salary and salary expectations.

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

## LOCATION

Royal Canberra Golf Club is located at 71 Bentham St, Yarralumla, ACT.

## HOURS OF WORK

This is a full-time position offered with a six month Probation Period. The General Manager will be expected to work Tuesday to Saturday with some flexibility depending on operational requirements noting there is a concentration of member activity on weekends throughout the year.

Additionally, the General Manager will be expected to attend some meetings and functions/events outside of office hours.

## WEBSITE AND SOCIAL MEDIA

Royal Canberra Golf Club has a comprehensive website that includes information and news items on all facets of its activities, services and programs.

The website is: [www.royalcanberra.com.au](http://www.royalcanberra.com.au)

Facebook: [facebook.com/RoyalCanberraGolfClub](https://facebook.com/RoyalCanberraGolfClub)

Twitter: [twitter.com/royalcanberra](https://twitter.com/royalcanberra)

Instagram: [instagram.com/royalcanberragolfclub](https://instagram.com/royalcanberragolfclub)

## TIMELINES

Final interviews and the appointment of the General Manager, Royal Canberra Golf Club are scheduled for April/May 2019. The successful candidate would be expected to commence duties as soon as practicable by arrangement.

## PLEASE APPLY NOW TO AVOID MISSING OUT!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

**If you are intending to apply, please do so now.**

Preferred Format: Candidates must complete and submit the **Sportspeople Recruitment Application Form** at the time of applying. The Form is available as a download at the Sportspeople Jobs Market listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 2 page letter of introduction and a CV of no more than 6 pages, merged into the Application Form as one MS Word file.

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## APPLY TO

Your application should be sent electronically to [jobs@peoplerecruitmentgroup.com](mailto:jobs@peoplerecruitmentgroup.com) with the subject identifier of the email to be formatted as follows:

**190228-01 General Manager - Royal Canberra Golf Club**  
**<<Your Name>>**

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## ENQUIRIES

The General Manager, Royal Canberra Golf Club recruitment assignment is being managed exclusively by **Sportspeople Recruitment.**

In the first instance general enquiries should be directed to Scott Oakhill on 0408 258 337 or FREECALL AUST 1800 634 388 or +61 2 9555 5000.

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