

## **Dullatur Golf Club**

### **Business Manager Job Specification**

Dullatur Golf Club was founded in 1896 and is one Central Scotland's foremost golfing facilities. Located in Cumbernauld (within easy commuting distance of Glasgow, Stirling, and Falkirk) we are proud of our facilities which include two excellent 18-hole golf courses, a gymnasium, bowling green, lively members' bar and restaurant which hosts significant functions and events business. We currently have more than 1200 members across with ambitions to grow the membership further over the next few years. We are looking for a **Business Manager** with commercial acumen to take us to the next level.

This is an exciting opportunity for a part-time Business Manager working flexibly over 24 hours per week- we are looking for a passionate, self-motivated individual who has the demonstrable track record and skills required to develop and grow all aspects of the Club's business including membership subscriptions, visitors and visiting parties, food and beverage sales, functions and events, and property income. The Business Manager would be expected to develop existing and new sales channels and opportunities, provide leadership and direction to other staff, and lead/support other managers to maximise the profit contribution from their respective departments. This is a newly created appointment, reporting to The Club's Council with 5 Managers reporting to the Business Manager. There are a team of between 16 and 40 staff (season and temporary workers) reporting to department heads.

Given the demands of the role we require someone who has relevant experience at a senior level in a service or retail business, ideally in the golf or leisure sectors, however we will be flexible for the right person; we need someone with a passion for sales and marketing, first-class people management skills to help others perform to their maximum capability, and a focus on customer service and delivery.

#### **Person Specification**

- Exceptional management skills and capabilities.
- Prior experience in a relevant service or retail industry.
- Sales focused.
- Strong people management skills.
- Strong customer service skills.
- Ability to effectively delegate tasks and responsibilities and ensure delivery against agreed targets.
- Knowledgeable of business processes and computer systems.
- Results focused and able to deliver real value.
- First-class written and oral communication skills.
- Able to effectively articulate ideas and secure buy-in from colleagues.
- Able to manage multiple simultaneous activities and meet delivery targets and timescales.
- Sound working knowledge of Microsoft Word, Excel and Outlook

#### **Key Responsibilities**

- Deliver against business plan targets to include working with Club Professional to drive visiting parties and corporate membership and House Manager to maximise profit from social events and private functions.
- Drive growth and increase profit from all business areas (membership, visiting parties, food and beverage, functions and events, and property lettings).
- Line management duties for departmental heads and administrative staff.
- Manage and appraise departmental heads and administrative staff against agreed KPIs and performance metrics.
- Support departmental heads to deliver appraisal and performance management for their team members.
- Continuously drive business process improvements.

- Support Finance Controller to ensure management reports and monthly accounts are produced and provided to Council within agreed timescales.
- Manage key customer and supplier relationships.
- High level responsibility for key business functions: health and safety, insurances, taxation, banking, legislative and regulatory compliance.
- Oversee the implementation of effective HR and personnel management policies (time recording and tracking, holiday and absence records, TOIL, contracts, etc.).
- Oversee the implementation of effective cash handling procedures and fraud controls across all areas of the business.

### **Salary and Benefits**

Salary negotiable depending on skills and experience.

### **To Apply**

Please send your CV along with a covering letter stating why this role is of interest and outline your salary requirements to [Mhairi@mhairimackenzieassociates.co.uk](mailto:Mhairi@mhairimackenzieassociates.co.uk)