

## **OPERATIONS MANAGER**

### **Role Summary**

Lead the implementation of the Club vision and strategic plan

- Implement monthly operations plans agreed with the Chairman
- Directly responsible for membership administration – details as agreed with the Chairman
- Lead and manage Club staff and operational volunteers
- To delegate operational tasks to committee members in line with role descriptions
- Ensure the Club facilities are maintained to the highest standards
- Set and manage budgets in respect of Club facilities and services
- Provide a written report for each Management Committee meeting

The Operations Manager will normally be in attendance at all Management Committee meetings.

### **Responsibilities**

- He/she reports directly to the Chair and, together, they should agree the Op Manager's monthly objectives, review of previous months objectives, as well as the ways in which the Chair will support him/her.
- Ensure efficient and effective implementation of the Club strategy and annual business plans
- Lead and manage staff/partners/volunteers, providing clear direction and support for them and their areas of work
- Provide timely and accurate reports to the Management Committee against the Club's annual plan
- Work with the Finance Officer to ensure accurate finance information is available to the Management Committee and sub-committees as required.
- Overall responsibility for the fabric of the clubhouse.

### **PERSON SPECIFICATION**

The Operations Manager is the key link between the Management Committee and the day-to-day operations of the Club. He/she must ensure all decisions, activities and investment meet the vision and deliver the strategic goals. In addition, this role is critical in maintaining a welcoming, member- focused experience through the core business areas including the course, bar and events.

### **Role Competencies**

- **Demonstrates strong business acumen**
  - Has an understanding of the key business drivers that will help create a sustainable club. Is able to use sound commercial principles to further develop the club's best interests.
- **Demonstrates by actions a thorough understanding of good governance**

- Defined by the procedures for decision-making, control and codes of conduct.
- **Highly developed communication skills**
  - Demonstrates excellent oral and written communication skills. Communicates plans and activities in a manner that gains members' involvement and confidence.
- **Good IT Skills**
  - Understands all the IT systems, where necessary getting trained. Works closely with IT Officer to ensure office data protection procedures are GDPR compliant.
- **Demonstrates honesty and integrity**
  - Instils mutual trust and confidence, creates a culture that fosters high standards of ethics, behaves in a fair and ethical manner toward others, and demonstrates a sense of corporate responsibility.
- **Customer care**
  - An awareness of the member and visitor experience and how the Club can enhance this to maximise revenue and create a reputation for excellence
- **Equality, Diversity and Inclusion**
  - An understanding of the principles of equality, benefits of diversity and developing an inclusive organisation
- **Innovation and Problem Solving**
  - Generates innovative solutions to diverse situations by trying different and novel ways to deal with problems and opportunities
- **Strong planning and organising**
  - Prioritises activities and develops plans to achieve them
- **Ability to be flexible**
  - Is open to change and new information; adjusts rapidly to new situations warranting attention and resolution